UNIVERSITI TEKNOLOGI MARA
FACULTY OF INFORMATION MANAGEMENT

INDUSTRIAL TRAINING REPORT: PRISM INTEGRATED SDN BHD

SPECIAL PROJECT: PRiSM INTEGRATED E-BOOK

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REPORT SUBMITTED IN FULFILLMENT OF THE REQUIREMENT FOR THE INDUSTRIAL TRAINING
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UNIVERSITI TEKNOLOGI MARA KELANTAN

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SPINE LABEL

INDUSTRIAL TRAINING REPORT 1 FEBRUARY 2017 – 30 JUNE 2017

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2013599935

Date of submission: 13th July 2017

ABSTRACT

Abstract: *The trainee was attaching about 5 month in the records management company that is Prims Integrated Sdn Bhd. In this industrial training the trainee was placed at 4 departments that are Human Resources/Administration/Purchasing Department, Sales and Marketing Department, FSSHEQ Department and Operation Department. The trainee will rotate those departments during the industrial training. In the training activities, there are many experiences that the trainee collect such the function of do data entry process and data checking process, the function of barcode that were stick at the boxes and also at the files. Other than that, the trainee also learns on how to deals with clients during the process of approach them the services that Prism Integrated offers. During the industrial training, the trainee can learn that the teamwork is very important during do the task to ensure the task successfully complete at the right time. Furthermore the trainee can improve the soft skills such communication skill, willing to learnt and able to work under pressure. Industrial training is the place exposed the trainee to the real working environment. The application of knowledge, skills and experience during internships helps trainee to gain more knowledge than the knowledge during their study in university. Trainee gained some knowledge based on the training activities during internship as well as learns the soft skills needed in working environment.*

Keywords: *Prism Integrated Sdn Bhd, Industrial training, experiences, data entry process, barcode, improve soft skills, teamwork, real working environment*

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Finally, thank you very much to all that had involved directly or indirectly in my task. This appreciation writes up goes to my supervisors, Madam Huda Hamidon and all the staffs in the company which is Prism Integrated Sdn Bhd that I did my industrial training, since February 2017 until June 2017 for invaluable experiences and good time management that someday I can use or implement them in my future life either for my further studies or in the job industries.

Thank You

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Introduction

Chapter 1 covers the history of the organization that is Prism Integrated Sdn Bhd, the objective, mission and vision, the location of the organization, organization logo and the organization structure.

1.0 Background of the Organization

Prism Integrated Sdn Bhd began operations on 2004 in Malaysia. They started the business with just one division specializing in a unique Swedish file binder. Then Prism Integrated Sdn Bhd was expanded to offer the full range of products and services in Records & Information Management that was aspired from the needs of their clients. Figure 1 shows the building of Prism Integrated Sdn Bhd.

Figure 1: Prism Integrated Sdn Bhd entrance

Nowadays, Prism has businesses in the ASIA region having customers in Korea, Singapore, Thailand, Bangladesh and Malaysia. Records Management is a problem solving discipline which requires specialized skills and expertise. Prism Integrated Sdn Bhd has decade of experience to back that up. Prism Integrated provide the solution for their customers based from the time when the records were created until the time of records' disposition.

In April 2016, Prism Integrated Sdn Bhd and Iron Mountain were merged as a one company. There are about 5 core industries that keep their documents with Prism that are banking, insurance company, professional services, IT Company and also the government sector such as Perbadanan Tabung Pengajian Tinggi Nasional (PTPTN) and Pusat Perubatan Universiti Malaya (PPUM). In addition Prism Integrated has 2.5 million cartons capacity and managing over 10 million files every year. Furthermore, thousands of media items are being transacted daily, millions of pages are scanned monthly and there are about over 300 tonnes of shredding capacity annually. Furthermore, Prism Integrated has the approval letter from the Arkib Negara to keep the records with specific conditions.

1.1 Mission & Vision

The ultimate of their mission is to be the pioneer and total solution provider in Records & Information Management in the Asia region. This company gives the solutions based from the time records are created till their disposition. There areas of expertise are:

i. Electronic Records and Document Management Software solutions
ii. Offsite Record Centers. Clients store, manage, safe-keep, preserve their records in our records facility for a lower cost and higher security.
iii. In-source Records Management – We place our personnel at your office to store, manage, safe-keep your records.

iv. Unique File Folder/Binder invented in Sweden in 1889. It is designed for ultimate durability and Convenience. It's made of wood and can last for 20 years and recycled.

v. Scanning and converting paper records to electronic records

vi. Storage equipment's: Mechanical Mobile Compactors, Fire Resistant Cabinets etc.

vii. Records Management Training & Consultancy Programs: Records Management Program, Records Classification, Records Retention, Records Procedure & Manual, Records Disposition Program, 5S Program etc.

viii. Secured Destruction of Records

1.2 Business Activities

Prism Integrated Sdn Bhd was offering the main services that are Scanning & Digitization, Document Storage Service and Secure Shredding. Other than that, this company also sells products related to records management. The main products that Prism provides are shows in table 1, while figure 2 shows the image of smart file.

Table 1: Main product that offer

Main Product	
Smart File	F-Binder
Puncher B010 & B040	Security Seal
Black Box V2	Expandable Pocket
A3 Black Box	CD Pocket
Black Box Plan	Copy Safe

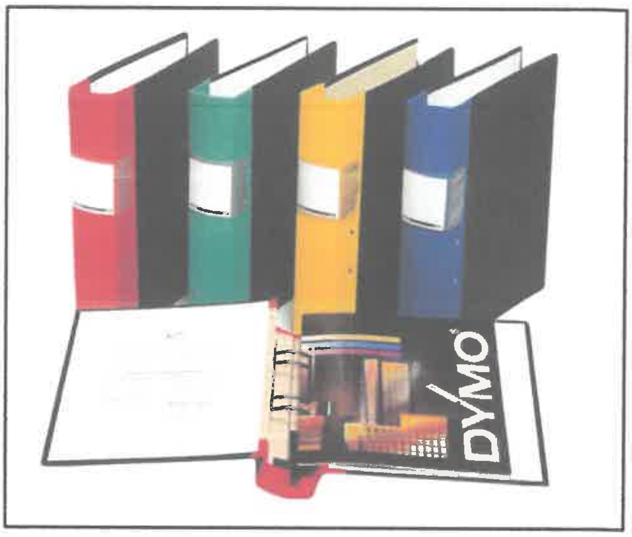


Figure 2: Smart File

Figure 3: A3 Black Box

1.3 Organization Logo

Logo of Prism Integrated Sdn Bhd is shown in Figure 4.

Figure 4: Logo of Prism Integrated Sdn Bhd

1.4 Location

Below is the location of Prism:

2A, Jln Tiang U8/91, Seksyen U8, Bukit Jelutong Industrial Park, 40150 Shah Alam, Selangor.

Tel: 03-7734 1111, Fax: 03-77341888

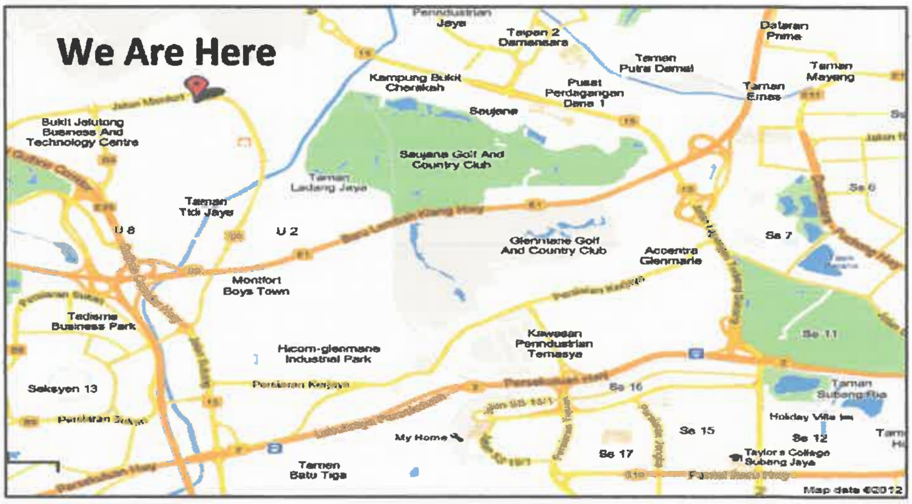


Figure 5: Map of Prism Integrated Sdn Bhd

1.5 Organizational Structure

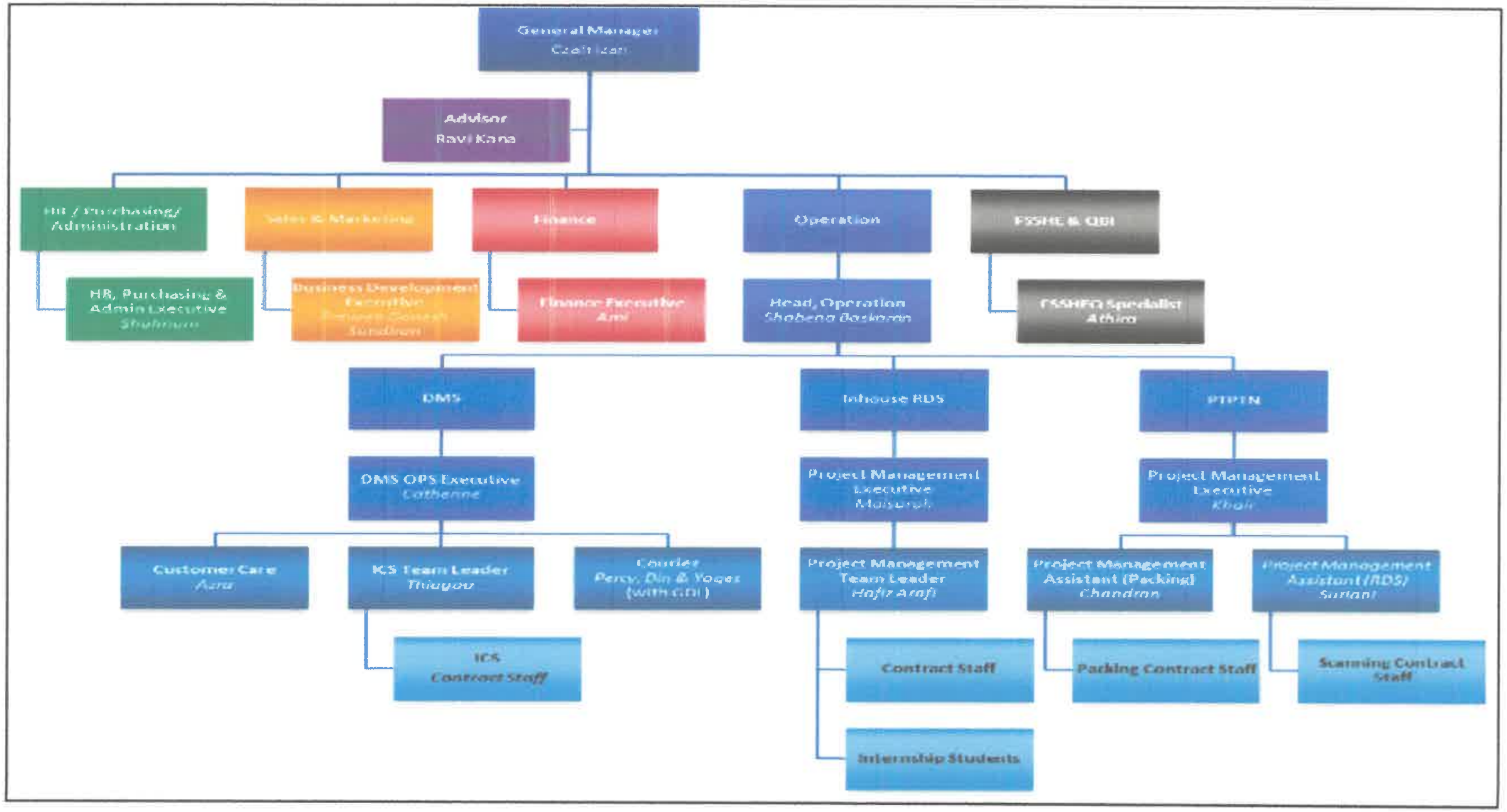


Figure 6: Prism Integrated Sdn Bhd Structure

Chapter 2

Departmental Information

In Prism Integrated Sdn Bhd there are six (6) departments that are Finance Department, FSSHEQ Department, Sales & Marketing Department, Administrator Department, Purchasing Department and Operation Department. The entire trainee from UiTM Machang and UiTM Puncak Perdana will enter all this department except Finance Department because this department does not related with the requirement of study. FSSHEQ Department was responsible to manages all matters in term of the facilities, safety, security, health, environment and quality at Prism Integrated Sdn. Bhd. The facilities that must be taken care of are like straits and lockers. Meanwhile, for the safety it includes the safety of people within the organization and for the security it includes the security of the documents that Prism kept and all facilities that provided by Prism Integrated Sdn Bhd. This department also concerned with the health of all of the staffs where any unexpected accidents that happens within the organization need to be report under this department. Sales & Marketing Department was function to get the clients and do the sales, make the sales call to the potentials clients to approaches them about the services that Prism provided, needs to follow up the tender proposal and presentation. Next is for the Administrator Department was function to recruit and trained the Prism Integrated staffs, select the suitable candidate for vacant jobs based on job description of particular department and to ensure all document and records vital to the overall operation in Prism are documented, identified and preserved according to its retention period. For the Purchasing Department it was function to make purchase from the vendor, contact that supplier to ensure whether they can deliver the item on the right time and right quantity or not, issue the purchase order (PO), need to verify the product to ensure the specification, quality, quantity and price of the item was right and distribute the items to the requestor and needs to submit the Delivery Order (DO) and invoice to the finance department to proceed with the payment. The last departments are the Operation Department. This department was concerned with the operation of the records that have been sent or will be sending by the customers to the Prism Integrated Sd. Bhd for preservation. This department also will assist their customers when they need to retrieve back their records.

2.1 Human Resource & Administration Department / Purchasing Department

Mrs. Shahnum Binti Shamsudin is the person who is responsible to manage the Human Resource & Administration Department and also the Purchasing Department. Human Resource & Administration department was function to recruit and trained the Prism Integrated staffs. The objective of Human Resources & Administration Department are to provide the training for the staffs minimum 16 hours per year, to recruit and select the suitable candidate for vacant jobs based on job description of particular department and to ensure all document and records vital to the overall operation in Prism are documented, identified and preserved according to its retention period. Moreover, in the Human Resource/Admin Department, the person in charge also needs to do the agreement for the new staff and internship student. The agreement was make is to ensure the new staff and internship student do not bring out the information that Prism Integrated keep, this is because all the information or records that Prism Integrated keep are confidential information. Last but not least, the person under this department also needs to alert and renew the vehicle insurance, road tax and when the vehicles need to be service.

While for purchasing department it was function to make purchase from the vendor. Before Mrs. Shahnum does the purchase, she must get the order from the requestor. The requestor must fill up the form that is the Requisition form. The form will be get the approval from the top management before can proceed to the purchase. After gets the request, the person in charge must identify whether the requested item is a stock item or not. If it was the stock item and it was available, the person in charge can directly distribute the item to the requestor. But if the stock item does not available, the person in charge need refer to the supplier list to look for supplier who supplies the items that had been request and contact the suppliers. If the item that had been request was not the stock item, the person in charge need to obtain minimum 2 quotes and get the top management approval before proceed with the purchasing. The person in charge needs to contact that supplier to ensure whether they can deliver the item on the right time and right quantity or not. After that the person in charge will issue the purchase order (PO) and when the item was received, the person in charge need to verify the product to ensure the specification, quality, quantity and price of the item was right and the item can be distribute to the requestor. After all of that finish, the person in charge needs to submit the Delivery Order (DO) and invoice to the finance department to proceed with the payment. In addition, the purchase order (PO), delivery order (DO), also the staff information also was done using the system that call ORACLE. For the information the person under both departments also need to do the internal audit. In 23rd February and 24th February the person in charge was audit Operation Department at PTPTN site and also the Sale & Marketing Department. The audit was based on the procedure, report and the people or staff. The auditor was check the document whether it was complete or not and follow the ISO 9001 procedure or not. Also the auditor was choosing one staff the related department to interview them, to know whether they understand about their task or not. Figure 7 show the Human Resource/Administration and Purchasing Department Structure

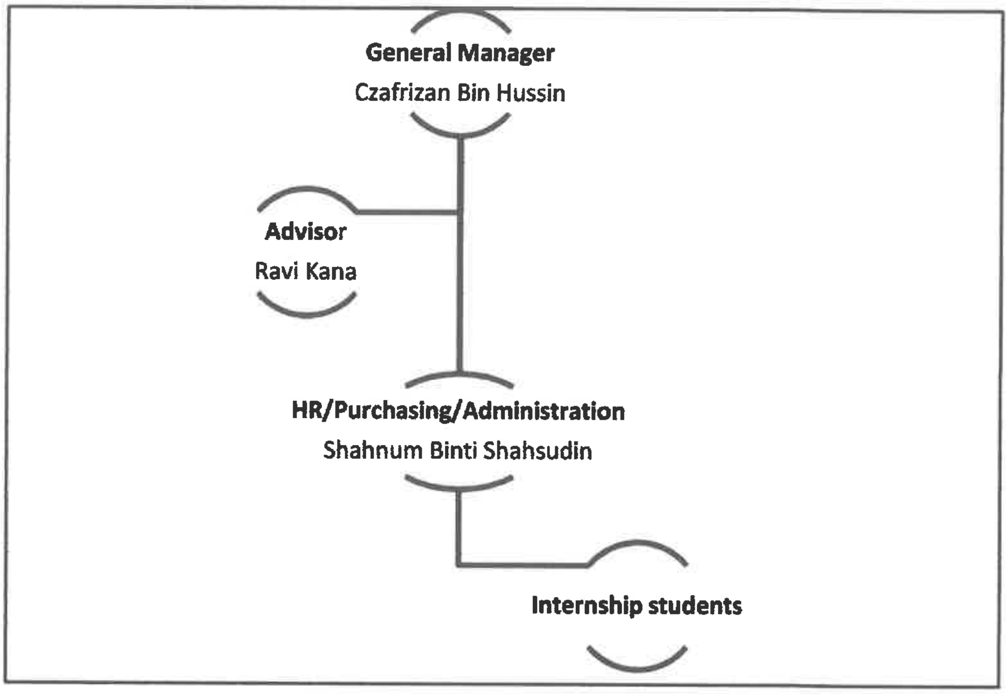


Figure 7: Human Resource/Administrator/Purchasing Department Structure

2.2 Sales & Marketing Department

Mr. Preveen Ganesh and Mr. Johan is the person who is responsible to handle the Sales & Marketing Department. This department was function to get the clients and do the sales. The objective of this department is to increase the sales growth 5% annually and to prepare and sent out about ten (10) introductory letters per month for the government and private companies. The person who was under this department need to make the sales call to the potentials clients to approaches them about the services that Prism provided. Other than that, he also needs to follow up the tender proposal and presentation. In addition, Mr. Preveen and Mr. Johan also need to make the appointment and receive the quire from the clients. When there are the potential clients, Mr. Preveen will issue the quotation and sent it by email or fax within 2 working days. Furthermore, Mr. Preveen and Mr. Johan also will receive the local order (LO) from the government and purchase order (PO) from the clients and also he will deliver the product or services to the clients. Last but not least, in this department also need the person in charge to get the feedback from the top ten (10) customers such PTPTN about the services that Prism Integrated Sdn Bhd gives to them and also Mr Preveen and Mr Johan need to meet with the customers to identify and discuss the problems that occurs and give the solutions to the customers about the records management. Figure 8 show the Sales & Marketing Department Structure.

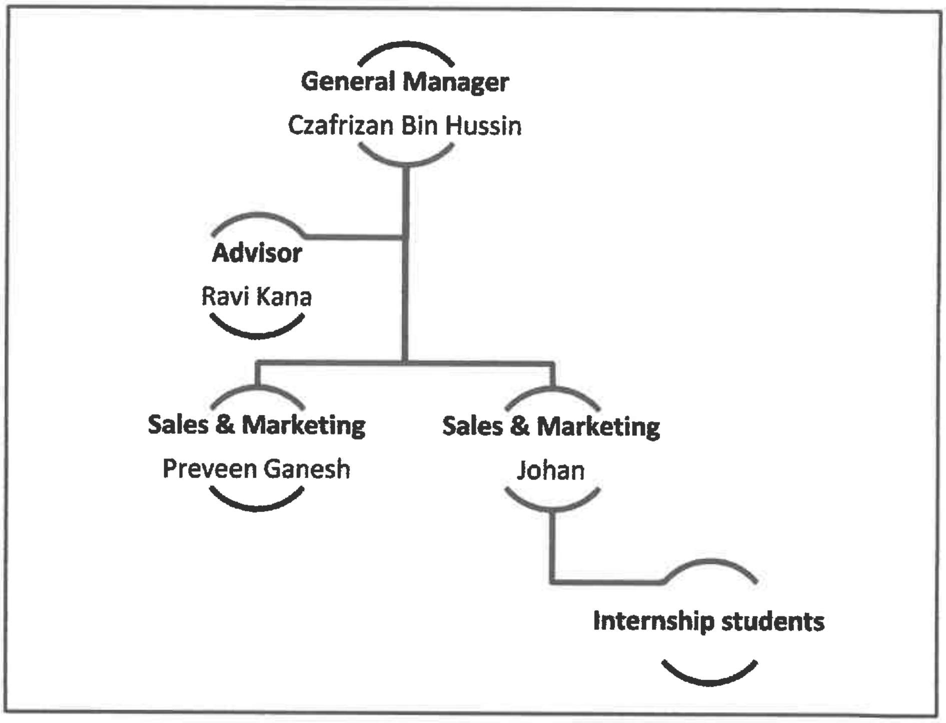


Figure 8: Sales & Marketing Department Structure

2.3 FSSHEQ Department

FSSHEQ stands for Facilities, Safety, Security, Healthy, Environment and Quality. The person who is responsible to manage this department is Miss Wan Nur Athira. Basically, each and every one under this department responsible to manages all matters in term of the facilities, safety, security, health, environment and quality at Prism Integrated Sdn. Bhd. The facilities that must be taken care of are like straits and lockers. Meanwhile, for the safety it includes the safety of people within the organization and for the security it includes the security of the documents that Prism kept and all facilities that provided by Prism Integrated Sdn Bhd. This department also concerned with the health of all of the staffs where any unexpected accidents that happens within the organization need to be report under this department. Finally, all of the qualities and standard procedures that need to be follows will lie under this department responsibility where they will ensure that all staffs will follow all of the standards required by the organization.

Moreover, this department was responsible to make the Biometric Access for the new staff and also for the intern students. The function of the biometric access and the limit place and time for intern students can be access. At Prism Integrated Sdn Bhd they use the thumb print – biometric access. The function of the biometric access is to ensure only the authorize person can access in the area in Prism and also to protect the records that customers keep in Prism. The person under this department needs to do the mock test. The mock test is the test that to make sure all staff alert about the security and safety of the records, environment and also the colleagues.

Last but not least, FSSHEQ Department also needs to do the training such as Zero Harm Training and Fire Training. This training was related to the security and safety of the records, staffs and also the organization. In the Fire Training, it will happen every year and it was handling by the Mr. Nizam from the Iron Mountain. In this training, Mr. Nizam was tell what the staffs need to do when the fire occur, the fire prevention and evacuation procedure. In addition, in this training also do the site visit and the evacuation drills that are to know the escape route in Prism Integrated Sdn Bhd and also he teaches how to uses the fire equipment that is fire extinguisher. While the Zero Harm Training was handling by Miss Athirah. In this training, she was cover about the safety and security, how to carry the boxes with the true way, the function of the biometric access, and the stage of the lost time injury. Figure 9 shows the FSSHEQ Department Structure.

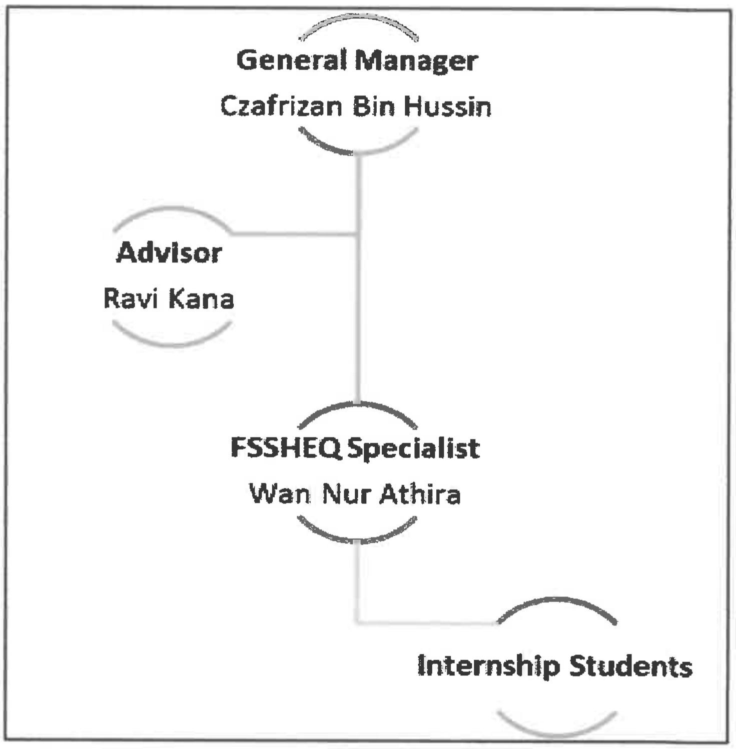


Figure 9: FSSHEQ Department Structure

2.4 Operation Department

Generally, this department concerned with the operation of the records that have been sent or will be send by the customers to the Prism Integrated Sdn. Bhd for preservation. All matters that relates with the operating of the records such as packaging data entry, scanning and filing will lies within this department. This department is divided into three units that are Operation Room, Operation store and Warehouse. At operation, all works such as scanning, data entry, checking and barcode labelling will be done. All of these works will be related with handling the customers' records. There are five stages for scanning, which are document preparation (Doc-Prep), scanning, indexing, quality control (QC) and re-preparation. All of these stages being done in order to make sure that the customers' records are being stored are meets with the standard requirement. In this regard, the department will make sure that minimum error will takes place when they store the customers' information. In general, the data entry process function for the organization to have an easy retrieval in the future when they need to re-use the records for the sake of the customers' need.

Next, for the Operation store, it placed at the first, second and third floor within the building. This operation store will place the files for each of the records being sent to Prism. Before the Operation store being used, all of the records will be stored in the boxes as their actual condition where it first was being sent here. However, the method is found a bit hard for the Operation team to find for particular record when it is needed. In this regard, by storing the records on the shelves it will ease the process of locating the records later on.

The last unit for operation department is Warehouse. In basic, the Warehouse unit is likely the Operation store. However, at the Warehouse they store the records by group in boxes. Each box will contain approximately maximum for 15 files but it depends on the weight of the files. Each of the boxes only can holds for about 16 kilograms and if more than that it can be damage. Finally, this department also will assist their customers when they need to retrieve back their records. In this regard, all the Operation and Warehouse team need to work together in order to serve for the customers' need. Figure 10 show the Operation Department Structure.

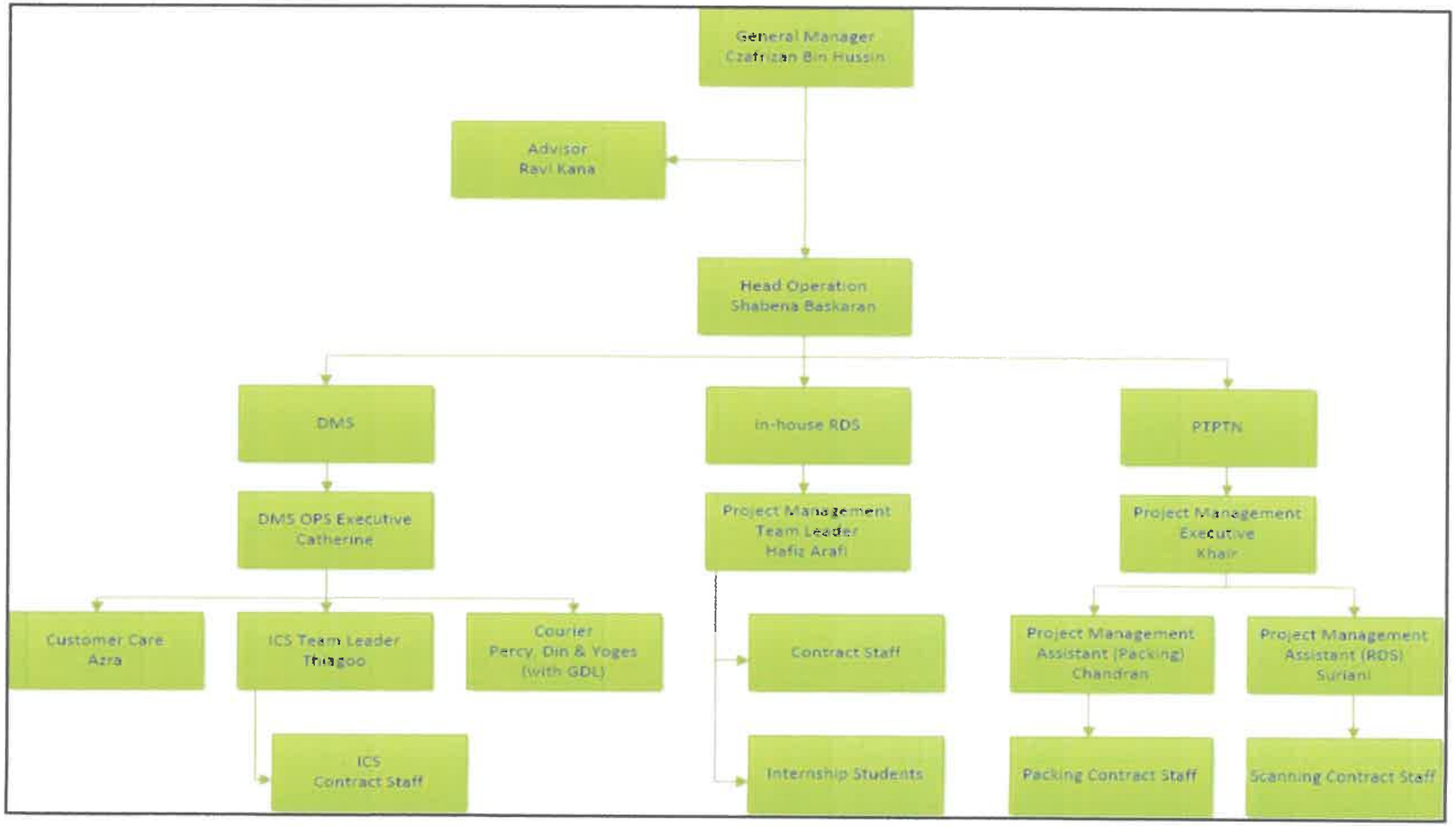


Figure 10: Operation Department Structure

Chapter 3

Industrial Training Activities

In order to ensure the trainee received complete training, Madam Shahnum as the main supervisor has made a schedule for department rotation. There are four (4) departments that trainee needs to experience, that are Human Resource Department, Purchasing Department, FSSHEQ Department and Sales & Marketing Department. All intern students will joint about ten (10) days at each department that is about one-and-half month in the office. While the other three-and-half month we will be placed at the Operation Department. The total month that the trainee has joined was about five (5) months. For the training activities, it is divided into two (2), that are training activities and special project. The training activities are activities or daily tasks that had been given by the supervisor and need to be done, while the special project is the project that takes a lot of time to be done and handle by the trainee. Figure 11 shows the cover page of the Log Book for the internship student, while Figure 12 shows the activities that trainee write in the Practical Training Log Book.

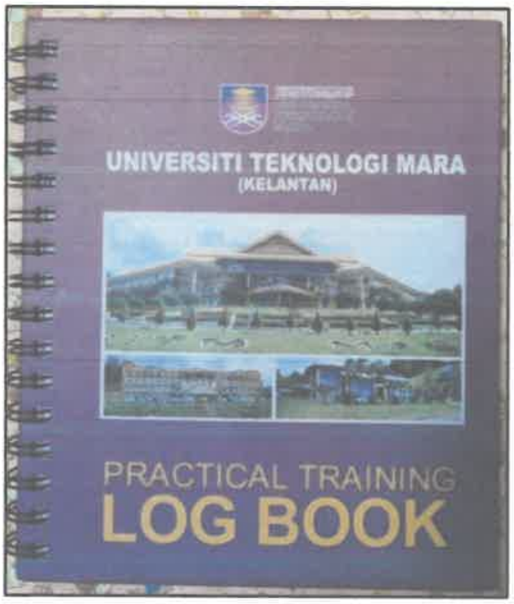


Figure 11: Practical Training Log Book

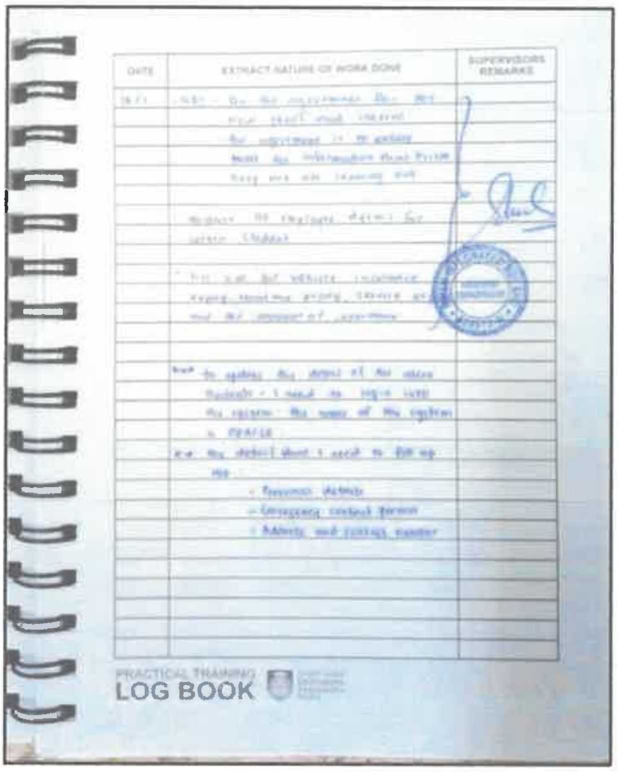


Figure 12: Trainee writes the activities

3.1 Training Activities

3.1.1 Letter In & Out Management

'Letter in' is any letter, document, invoice that Prism Integrated receive, while letter out is the letter that Prism Integrated Sdn Bhd sent to customers or vendors. The function to manage the letter in and out is to keep the evident if there are issues occurs that can give the loss to the company and to ensure all entire letter are documented. Table 1 lists the task profile of the letter in and out managing.

Table 1: Task profile of the letter in and out managing

Task Profile	
Task	Letter In and Out Managing
Scope	Classification and Filing System
Duration	2nd, 3rd & 6th February 2017
Co. Supervisor	Miss Wan Nur Athira
Hardware / Device	Computer, scanner
Software	Microsoft Excel

When there are the letter comes in, first of all that the trainee needs to do is check the letter. If the letter was state the name of the person, just directly give to the person that related but if the letter was stated the name of the company, the letters need to be scan. Usually not only the letter that comes in, there are also the invoices, statement of accounts and the quotation from the vendors. All the items come in and out that related to the company need to be scan. After that, the letter that had been scan will be transfer into the computer in the PDF format. Next, the letter in will be classified according to the month and year. The trainee needs to manage the letter in from October 2016 until January 2017. The classifications were done in the Microsoft Excel. The purpose to do the classification is to easily retrieve when it was needed, can become the references and also the evidence when the situation was needed. In the Microsoft Excel, the trainee needs to fill up the information that are the person in-charge of the letter, type of the letter whether it was invoice, statement of account, date of the letter receive, from what organization, the name of company that receive the letter, the department that related to the letter such if the letter was an invoice, so it was related to the finance department and the name of file that kept the letter according to their format such as prism/invoice/finance. Figure 13 shows the flowchart of the letter in and out managing.

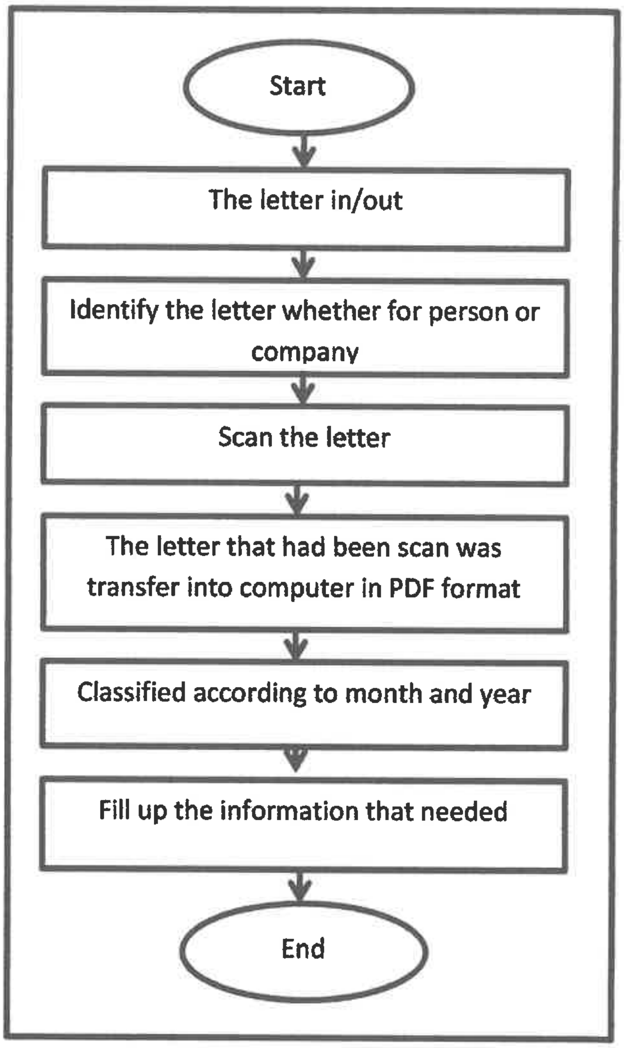


Figure 13: Workflow of the managing letter in and out

3.1.2 Staff Attendance Reporting

Attendance is the concept where the people which is individually or grouping was attends at a location for a previously schedule task or events. Usually, the concept to take attendance is used by the company and also learning institutions. At Prism Integrated Sdn Bhd, they use the biometric access that is thumb print to get the attendance of their staffs. With using the biometric access the staff can't lie about their attendance and they must have the excuse if they do not come to work. Also with evaluating the staff attendance, the top management can measure the staff effectiveness of their effort. Table 2 show the task profile for staff attendance reporting.

Table 2: Task profile for staff attendance reporting

Task Profile	
Task	Update staff attendance
Scope	Record Management
Duration	3rd February 2017
Co. Supervisor	Miss Wan Nur Athira
Hardware / Device	Computer
Software	Time & Attendance System

To update the staff attendances, the staff must thumb print first at the biometric access tool. After the staff had been thumb print, the data will be transfer into the system that called Time & Attendance System. With using this system it can eliminate forms of time clock theft. When the system get the data, it will be do the reporting process that also known as employee time card. The employee time cards can be come out based on department, sub-department and also individual. In this employee time card, the top management can know the employee performance to attend for the work because in the time cards, it will list the time working in and out of an employee. Last but not least, after generate the reporting, it will be given to the head of the department (HOD) for the future action taken. Figure 14 show the workflow of the staff attendance reporting.

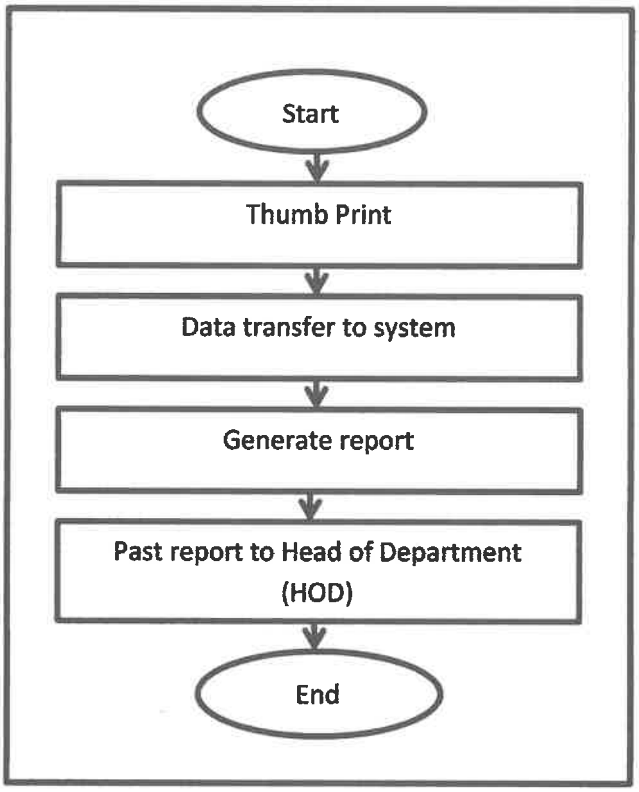


Figure 14: Workflow of staff attendance reporting

3.1.3 Biometric Access Administration

Biometric access is one of the new generation devices that function to as physical access control to secure the organization or room from being access by the unauthorized person. As the records management organization, Prism Integrated Sdn Bhd needs to use it, in order to ensure the client's documents were protected at the higher level. At Prism, they use the thumb print as the biometric access to enter at the specific areas. Thumb print can be use as the access because the thumb prints of each person are different and it was hard to steal and imitate. Table 3 shows the task profile for the Biometric Access Administration.

Table 3: Task profile for Biometric Access Administration

Task Profile	
Task	Biometric Access Administration
Scope	Safety and Security
Duration	6th February 2017
Co. Supervisor	Miss Wan Nur Athira
Hardware / Device	Biometric Access Device, Computer
Software	Time & Attendance System

For the new staff or internship student, they need to make the biometric access. To make the thumb print access, the trainee must fill up the biometric access requisition form. After fill up the requisition form, the trainee will give the form to the person in-charge of FSHEQ department. The person in-charge will bring the form to the head of department (HOD) to get the approval. There are 4 person of head of department that are Miss Shabena from Operation department, Madam Shahnum from Human Resource / Administrator department, Miss Wan Nur Athira from FSSHEQ department at Prism Integrated and Mr. Nizam from FSSHE department at

Iron Mountain. After get the approval from those four (4) people, the person in-charge will proceed to the next process that is register the trainee manually. That's mean, the trainee need to thumb print at the biometric access tools about three (3) times. After register manually, the person in-charge must register the trainee through the system. In the system, the person in-charge put the trainee nickname and she will set the time zone for each area that the trainee can access. The area that trainee can access are at, lobby, operation room and office. The trainee can start access to those three (3) area are from 8.00 a.m. to 7.00 p.m. Last but not least, after done register through the system, the trainee need to test the thumb print access whether it can function or not. Figure 15 show the workflow of Biometric Access Administration.

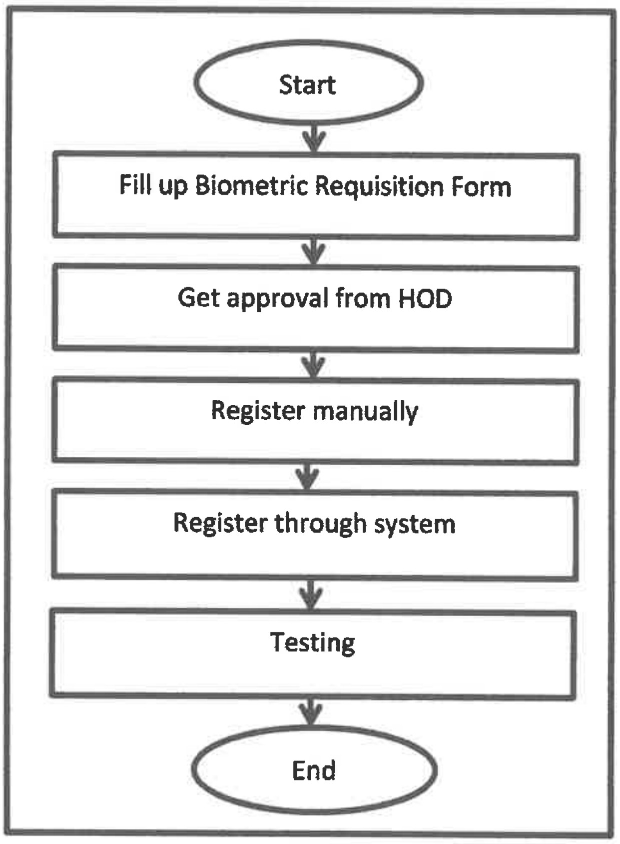


Figure 15 Workflow of Biometric Access Administration

3.1.4 Clocking reporting

Clocking is use to records the data that contained in tamper and weather-resistant touch memory buttons. Clocking device also known as Guard Tour System. The buttons at the Prism are representing the location. There are about ten (10) buttons that have in Prism. The use of the clocking is the security guard need to make the patrolling at ten (10) buttons and touches the devices to a button. When the device is beeps and flashed its LED, it was confirm that the button's ID has been successfully recorded. The security guards need to round at all areas that have the ten (10) buttons every two (2) hours in a day while every single (1) hour at night. This is to ensure the security of the building from the treads of unauthorized person and to ensure the security guards was guarding the organization and do their work. Figure 16 shows the clocking device or Guard Tour System, while table 4 shows the task profile of clocking reporting.

Figure 16: Guard Tour System

Table 4: Task profile for clocking reporting

Task Profile	
Task	Clocking reporting
Scope	Record management
Duration	10^{th} & 13^{th} February 2017
Co. Supervisor	Miss Wan Nur Athira
Hardware / Device	Clocking device, computer
Software	Guard Tour System, Microsoft Excel

To get the data from the guard tour device, first thing first the trainee need to get the device and the clocking book from the security guard. The function of the clocking book is the security guard will write down their name and the time they do the patrolling, while the guard tour device as an evidence that the security guard do their works based on what they write in the clocking book. After that, the trainee goes to the control room to collect the data from the clocking device to the guard tour system. The data that had been uploading in the system will be converting to Microsoft Excel format. Here, the person in-charge that is Miss Wan Nur Athira and the trainee need to double check and compares the result from the data that had been collect and clocking book. If there are any miss clocking, the trainee need to highlight, because Miss Wan Nur Athira will make the report and sent it to the Mr. Nizam. After comparing the result, the trainee needs to return the device and the clocking book to the security guard. Figure 17 shows the workflow of clocking reporting.

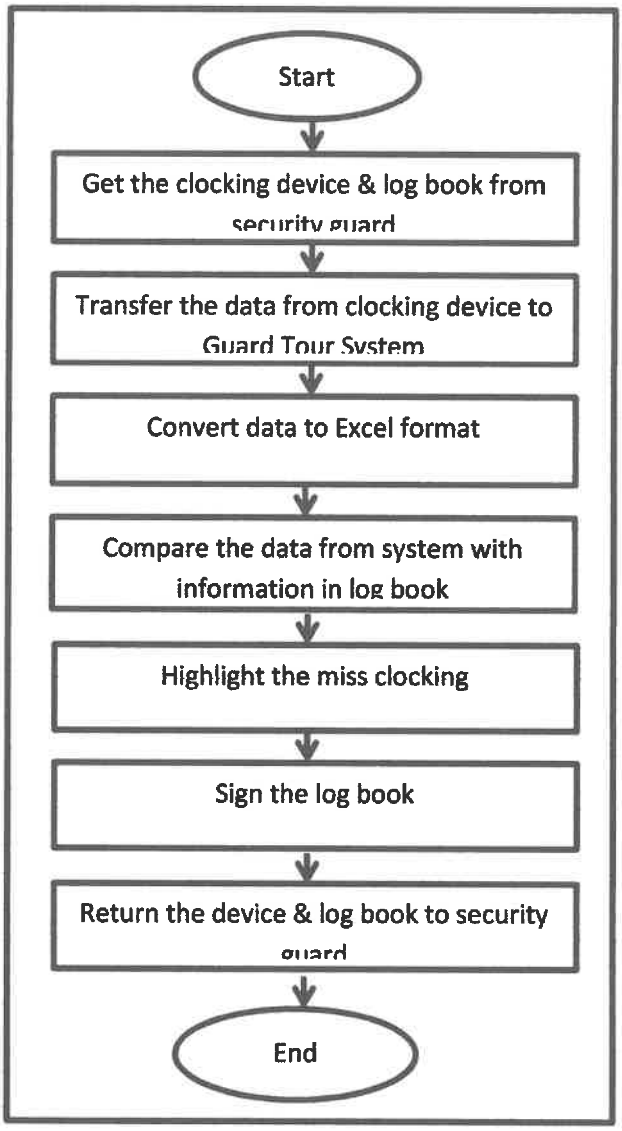


Figure 17: Workflow of clocking reporting

3.1.5 Fire Alarm Maintenance

One of the devices that can detect the fire at the earliest stage other than smoke detector is fire alarm. Fire alarm system will alert the occupants about the fire, so that they can take an action such as find the emergency door and accumulate at the leisure place that save from the fire. In the Prism Integrated Sdn Bhd, the fire alarm system was connecting to the fire station nearby. For the information the firemen will be arrive in about 1 minute at Prism. Other than fire alarm system, the fire extinguisher, pump hose reel and water sprinkler also important as the prevention plan. The fire alarm maintenance will be made once at every month. Table 5 shows the task profile for the Fire Alarm Maintenance.

Table 5: Task profile of Fire Alarm Maintenance

Task Profile	
Task	Fire Alarm Maintenance
Scope	Safety & Security
Duration	7th February 2017
Co. Supervisor	Miss Wan Nur Athira
Hardware / Device	Water sprinkler, pump hose reel, fire alarm
Software	Fire alarm system

The trainee needs to escort the contractors that want to do the fire alarm maintenance to the pump room. Pump room is where the water sprinkler, standby pump hose reel and fire alarm were placed. There are three (3) type of main water sprinkler that are the duty water sprinkler, jockey water sprinkler and standby water sprinkler. The contractors were check those thing whether it was function well or not. Next the contractor was checking the main fire alarm panel that was placed at the post guard. There are 6 button that are represent the fire alarm at ground floor, first floor, second floor, third floor, top of building and warehouse. The purpose the contractors check the panel of fire alarm is to ensure that all the fire alarm system that have in Prism was functionally well. Last but not least, the contractors were check the fire drill hose to ensure that the drill hose there are no leaks and they also check the pressure of water from the fire hydrant to ensure the pressure of water was suitable and can be use when the fire happens. There are two (2) boxes of the hose and each box both has 2 hoses. Figure 18 shows the water sprinkler pump in the pump room while figure 19 shows the workflow of the Fire Alarm Maintenance.

Figure 18: Water sprinkler pump

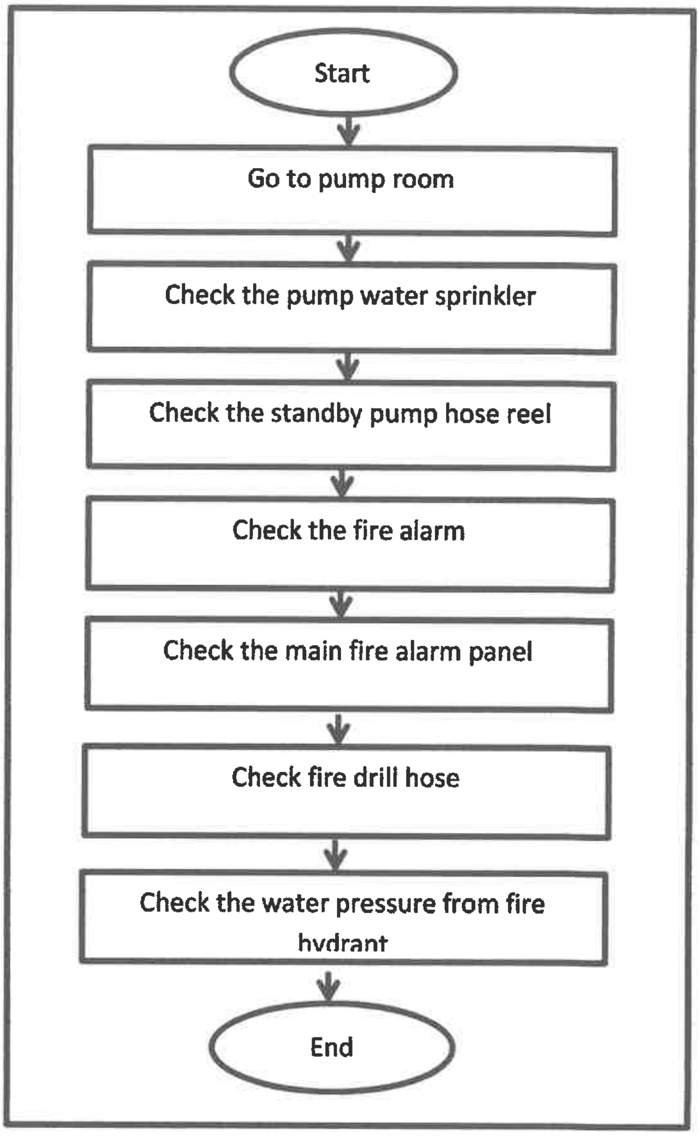


Figure 19: Workflow of Fire Alarm Maintenance

3.1.6 Proxy user for staff evaluation

Mock test is the test that was done to make sure all staff alert about the security and safety of the records, environment and also the coworkers. The mock test usually was done about twice a week. This is to achieve the KPI that Mr. Nizam has given. The test is often done are such enter the operation room without wearing the safety shoes and safety vest, open the files and the boxes, bring the phone in the operation room or warehouse, bring water in the operation room, and bring out and placing the files out from the open shelves. Table 6 shows the task profile of Proxy user for staff evaluation.

Table 6: Task profile of Proxy user for staff evaluation

Task Profile	
Task	Proxy user for staff evaluation
Scope	Safety & Security
Duration	3^{rd} & 10^{th} February 2017
Co. Supervisor	Miss Wan Nur Athira
Hardware / Device	Computer
Software	None

To do the mock test, first the person in-charge needs to identify which department she wants to test. Then, she needs to think what test that she wants to do and the trainee must do that test. During do the mock test, the trainee must look out the staff reaction whether they will criticize the mistakes or just leave it without take any action. If they criticize the mistakes means they all alert and know the important of the safety and security of people and document. After done do the mock, the person in charge need to send the report that have the details such date, day, location do the mock test, the method do the mock test and the result of the test whether the staff past or fail the test to the Mr. Nizam. Figure 20 shows the flowchart of Proxy user for staff evaluation.

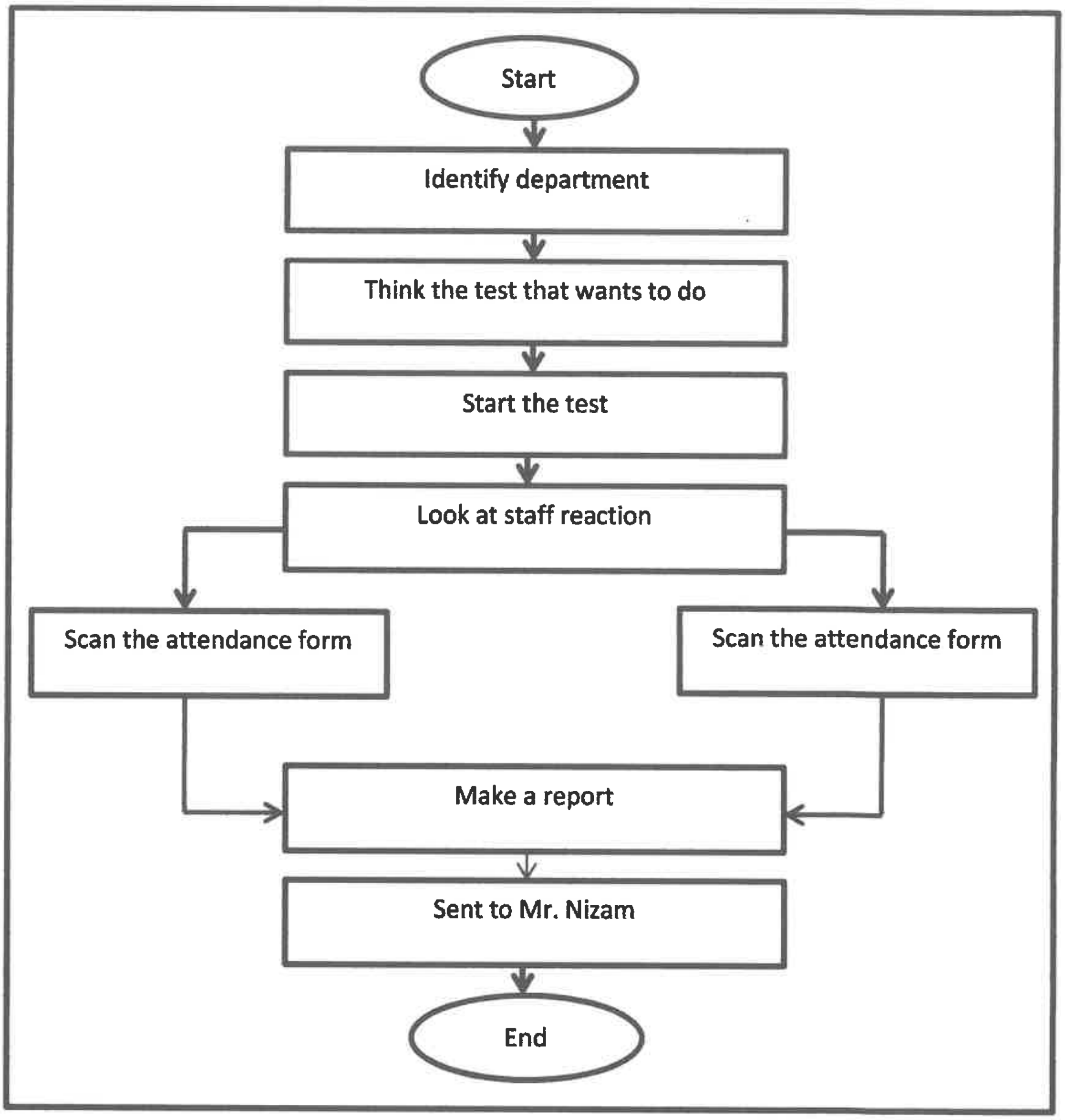


Figure 20: Workflow of Proxy user for staff evaluation

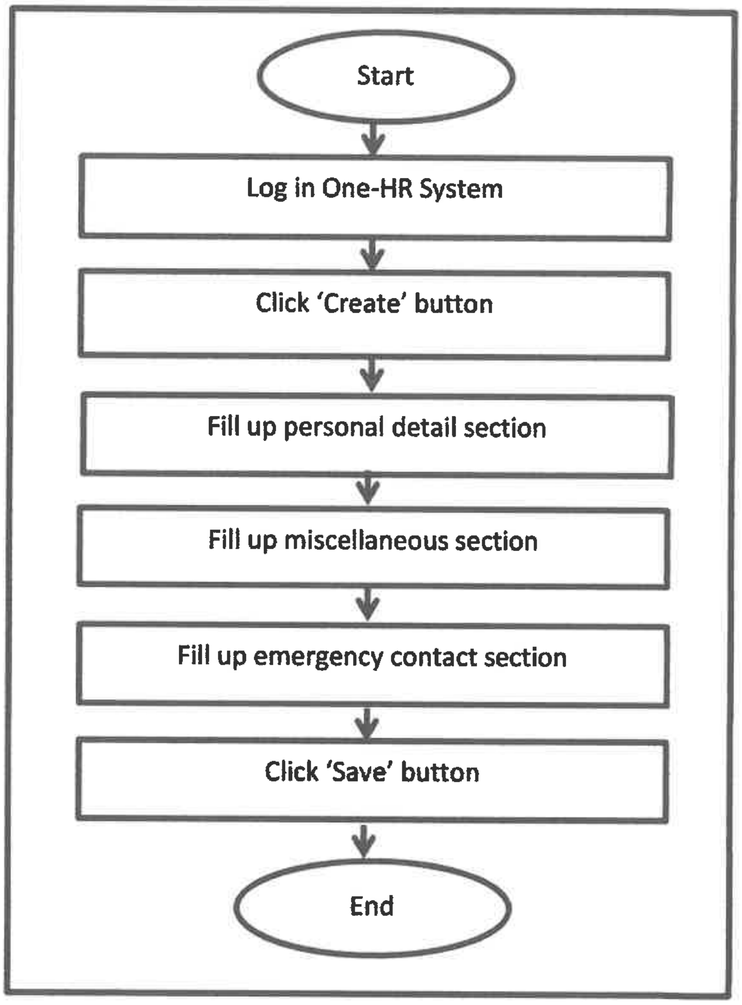
3.1.7 Update employee information details

Employee is the person that work and do the task in an organization with payment. When there are new employee, usually the person in-charge under Admin/ Human Resource Department that is Madam Shahnum need to create an account of that employee. To create the account, Madam Shahnum use One-HR system. In this system, the employee can see their personal details, their salary, apply for leave and see Calendar Company. Table 7 shows the task profile of update employee information details.

Table 7: Task profile of update employee information details

Task Profile	
Task	Update employee information details
Scope	Records Management
Duration	16 February 2017
Co. Supervisor	Madam Shahnum
Hardware / Device	Computer
Software	One-HR System

To update the employee details, the trainee need to log in into the system that call One-HR System. After log in into the system, it will appear the 'Employee Detail'. To create the account for the new staff, the trainee needs to click at the 'CREATE' button and then fill up the employee personal detail. In addition, other information that must to fill up is the career progression. This section is about which department will be that employee work and usually this section were related to their salary and if they want to make a claim. The next sections that need to fill up are employee miscellaneous detail that is about their address, family and also their status. The trainee also needs to fill up the employee emergency contact. If there are something bad happened to the employee, the organization will trace the number of the person that have a relationship with the employee in this section. At every section, after finish fill up the information must click 'SAVE' at the end of the section. Figures 21 shows the workflow of update the employee details.



Figures 21: Workflow of update the employee details

3.1.8 Purchasing Order (PO)

When there are items that others department needs, the staffs or the head of the department can make an order through the requisition form and after get the approval, they can give the requisition form to the Madam Shahnum as the person in-charge about the order of items. Usually the order that was making, it will be inserting in the system that called ORACLE to get the approval from the Iron Mountain. Table 8 shows the task profile of purchasing order (PO).

Table 8: Task profile of purchasing order (PO)

Task Profile	
Task	Purchasing Department (PO)
Scope	Records Management
Duration	21st February 2017
Co. Supervisor	Madam Shahnum
Hardware / Device	Computer
Software	ORACLE System

To make purchasing order, the trainee needs to go to Virtual Private Network (VPN) and then log in into the ORACLE System. Virtual Private Network is used to ensure the all the data cannot be access by the unauthorized organization or person that can give bad impact to the Prism. After log in into the system, the trainee needs to click button 'Create' to create the requisition. In the Create Requisition, the trainee must fill the information needed such the title of the product, the quantity of the product, the unit, name or ID of the vendor and the price of the product for each unit. After fill up all of that and upload the quotation, the trainee needs to click button 'Save' and 'Send'. It will be sent to the General Manager for further action. Figure 22 show the workflow to create the purchase order.

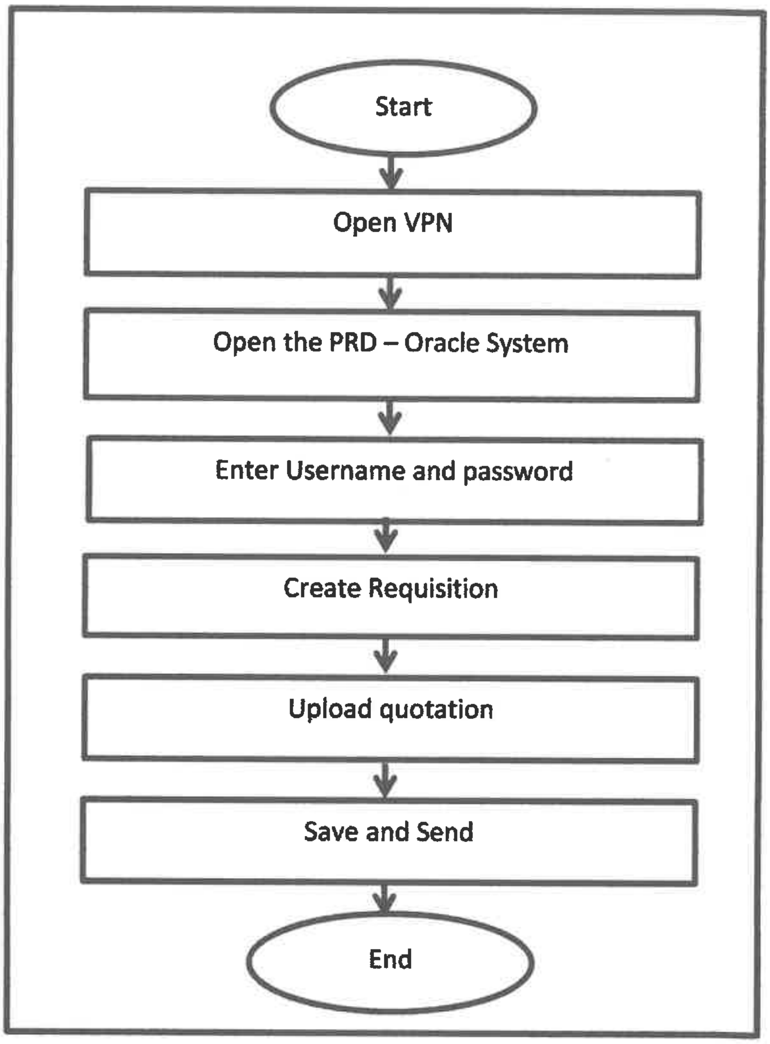


Figure 22: Workflow of create purchase order

3.1.9 Receive / Delivery Order (DO)

Delivery order was done when the items are received by the company from the vendor. Furthermore, the function do the delivery order is to ensure the items were received and also to get the receipt ID for the delivery order. The receipt ID is used to identify the number of order and to arrange in the file. Table 9 shows the task profile of Receive / Delivery Order (DO).

Table 9: Task profile of Receive / Delivery Order (DO)

Task Profile	
Task	Receive / Delivery Order (DO)
Scope	Record Management
Duration	21st & 27th February 2017
Co. Supervisor	Madam Shahnum
Hardware / Device	Computer
Software	ORACLE System

Same like purchasing order, the delivery / receive order needs the trainee to insert into Virtual Private Network (VPN) and then log in into the ORACLE System. After log in into the system, the trainee needs to click button 'Favorite' and then click button 'Manage' to manage the order that had been receive. In the manage items, the trainee needs to select purchase order and the trainee must fill the information needed such the purchase order ID, business user that is 004 that refer to Prism Integrated Sdn Bhd and then click the button 'Search'. After the trainee click button 'Search', the purchase order will be appear and the trainee just needs to click button 'Select All' and 'Save'. In addition, after the trainee click button 'Save' the receipt ID will be appear. Figure 23 shows the workflow to manage the delivery / receive order.

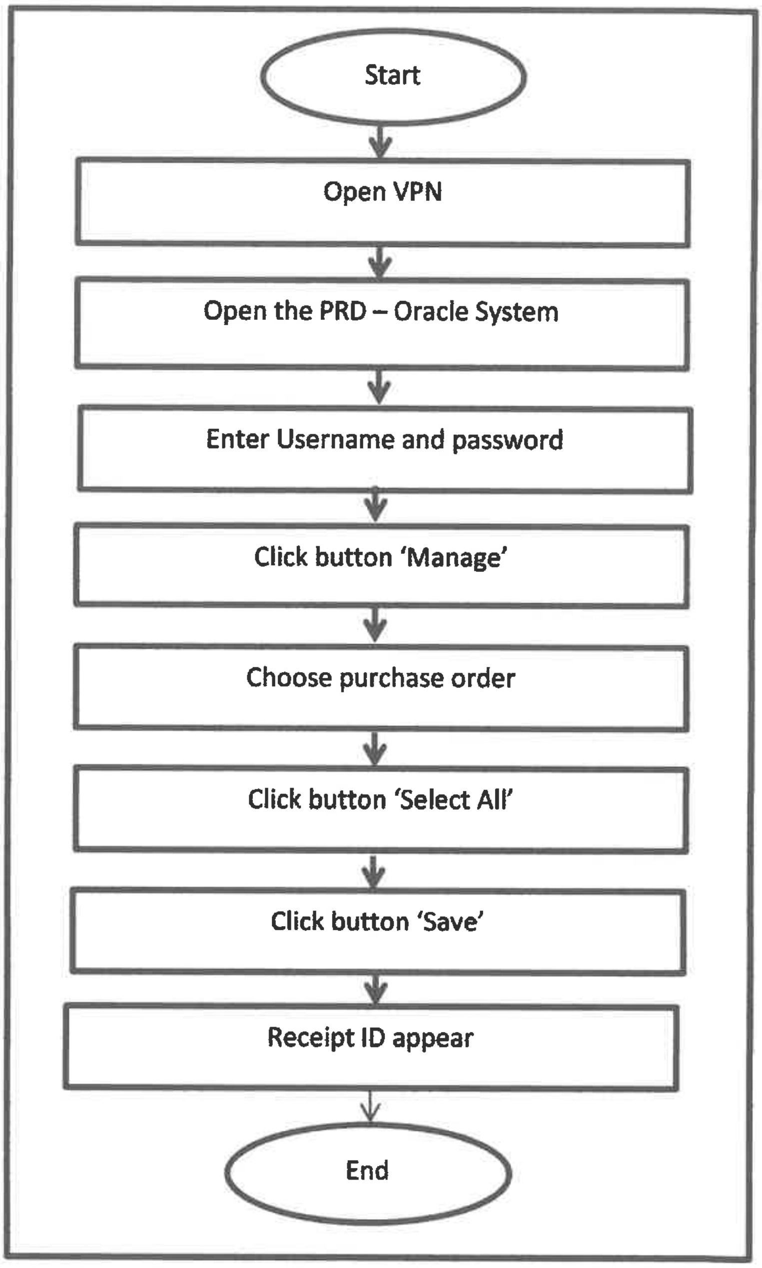


Figure 23: Workflow of manage Delivery / Receive Order

3.1.10 Internal Audit

Internal Audit is being done because want to improve an organization operation and to face External Audit later. This action is as a precaution step to prevent from getting non-conformance when External Audit comes to audit each department in Prism. The trainee has to follow auditing for Human Resource / Administrator Department and Operation at PTPTN site and the trainee task is to record all the information needed. Table 10 shows the task profile of internal audit.

Table 10: Task profile of internal audit

Task Profile	
Task	Internal Audit
Scope	Management
Duration	21^{st} & 27^{th} February 2017
Co. Supervisor	Madam Shahnum
Hardware / Device	Computer
Software	ORACLE System

To do the internal audit, usually the auditor will do the greeting and then the auditor will inform about the agenda of the internal audit. When the audit was start, the auditor were asking the question according to the job procedure and will asking for evidence related that is the documented evidence. In addition, the auditor will pick one of the staff to interview. This is to ensure the staff understands their job tasks. After finish interview, the auditor will fill the form and giving comment according to Non-conformance (NCR) for un-complete document or evidence that need be available before External Audit and also Observation (OBS) that is the action need to be taken later before External Audit. Figure 24 shows the workflow to manage the delivery / receive order.

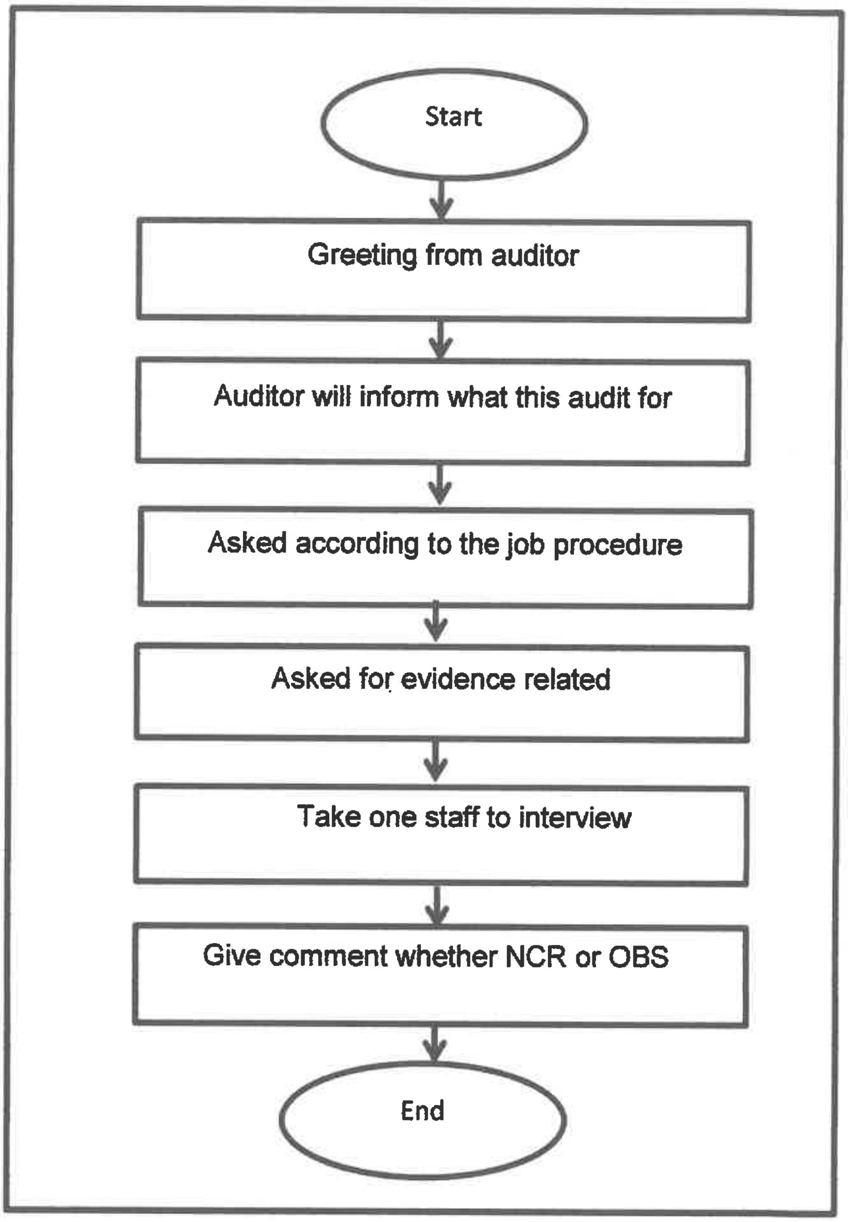


Figure 24: Workflow of internal audit

3.1.11 Client Agreement Management

Agreement is the document that has the deals between two (2) companies. In the agreement there was stated about the price of the boxes, delivery, how long the agreement with the clients will be run and others that important. This agreement also can be evidence when there are something happened. Usually these agreements have two (2) copies, one (1) for office copy and another one (1) for client copy. In this task, trainee has to call existing client to updating their agreement with Prism by updating the old agreement with the new one because Prism has new procedure regarding to the acquisition by Iron Mountain Company. Table 11 shows the task profile of Customers Agreement Renewal Management.

Table 11: Task profile of Customers Agreement Renewal Management

Task Profile	
Task	Customers Agreement Renewal Management
Scope	Entrepreneurship
Duration	21^{st} & 27^{th} February 2017
Co. Supervisor	Mr. Preveen
Hardware / Device	Computer
Software	ORACLE System

Before updating, Mr. Preveen send email about the agreement, in that email they have document such as customer checklist and the new agreement that were include the cover page, schedule A, signing page and terms and conditions. First process of updating is the trainee need to call customer to inform them about the new procedure and the need to updating the old agreement to the new one and along that, must getting their current email addresses to send the new agreement later. Second process is to get the old agreement from Finance Department because in this department, they kept the copy of the agreement. After getting the agreement, the trainee needs to merge the old agreement with the new one and then convert them to PDF and save in ZIP file. Third process is sent all those documents to the client via email. Fourth process is the client need to sign of those entire documents and make two (2) copies and then calling to inform the trainee that the document is. At last but not least, the trainee will inform Mr. Preveen to collect those documents at client place. Figure 25 show the workflow of Customers Agreement Renewal Management.

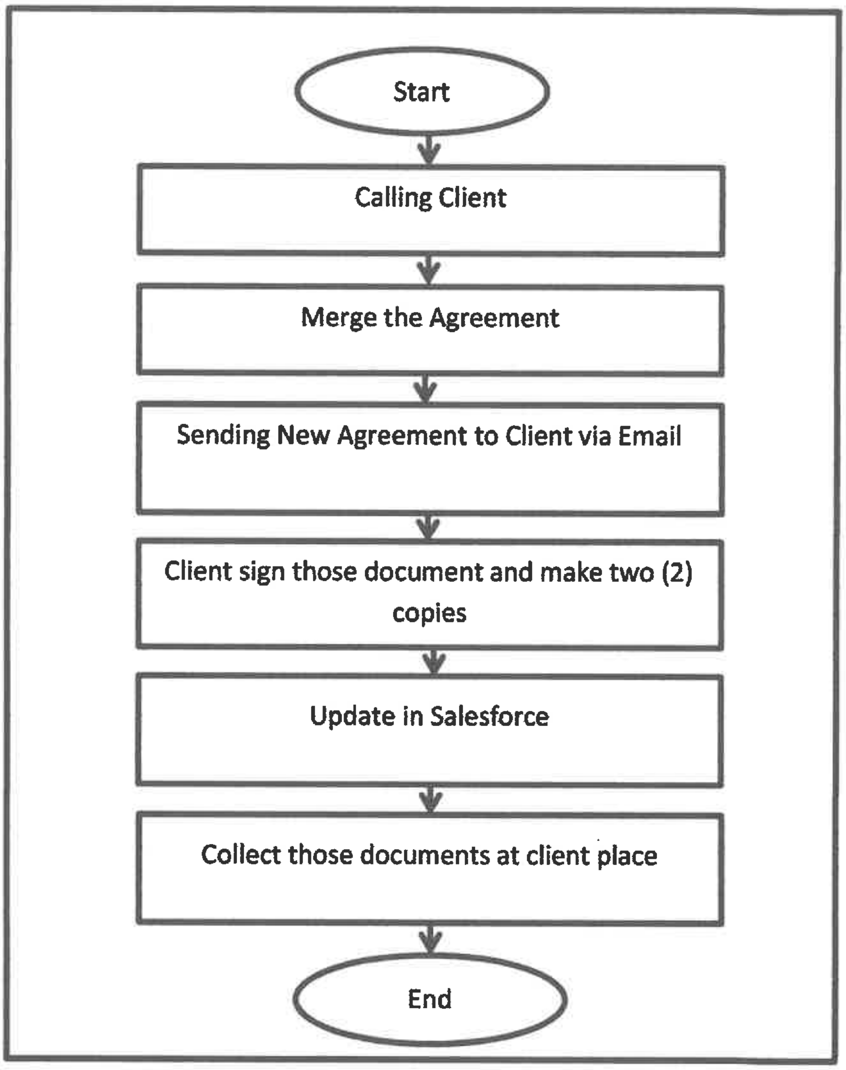


Figure 25: Workflow of Customers Agreement Renewal Management

3.1.12 Customer Searching

Prospect is the person or company that will become the clients. The function to get the prospect is to ensure the company grows the profit. The way to get the prospect, the trainee needs to approach the prospect and make an appointment with them. Table 12 shows the task profile of Customer Searching

Table 12: Task profile of Customer Searching

Task Profile	
Task	Customer searching
Scope	Entrepreneurship
Duration	6^{th}, 7^{th}, 8^{th} & 13^{th} March 2017
Co. Supervisor	Mr. Preveen
Hardware / Device	Telephone
Software	None

To get the prospect, Mr. Preveen was giving the business card of prospect to the trainee. There are about thirteen (13) prospects that the trainee need to approach. The first step after the trainee gets the prospect business card, the trainee needs to make a call. After the call was connected, the trainee must introduce their self and from which company and then the trainee need to explain about the service that company provide to the prospect. After explain of that and ensure that the prospect really needs the service, the trainee needs to arrange the appointment between prospect and Mr. Preveen. Figure 26 shows the workflow of customer searching.

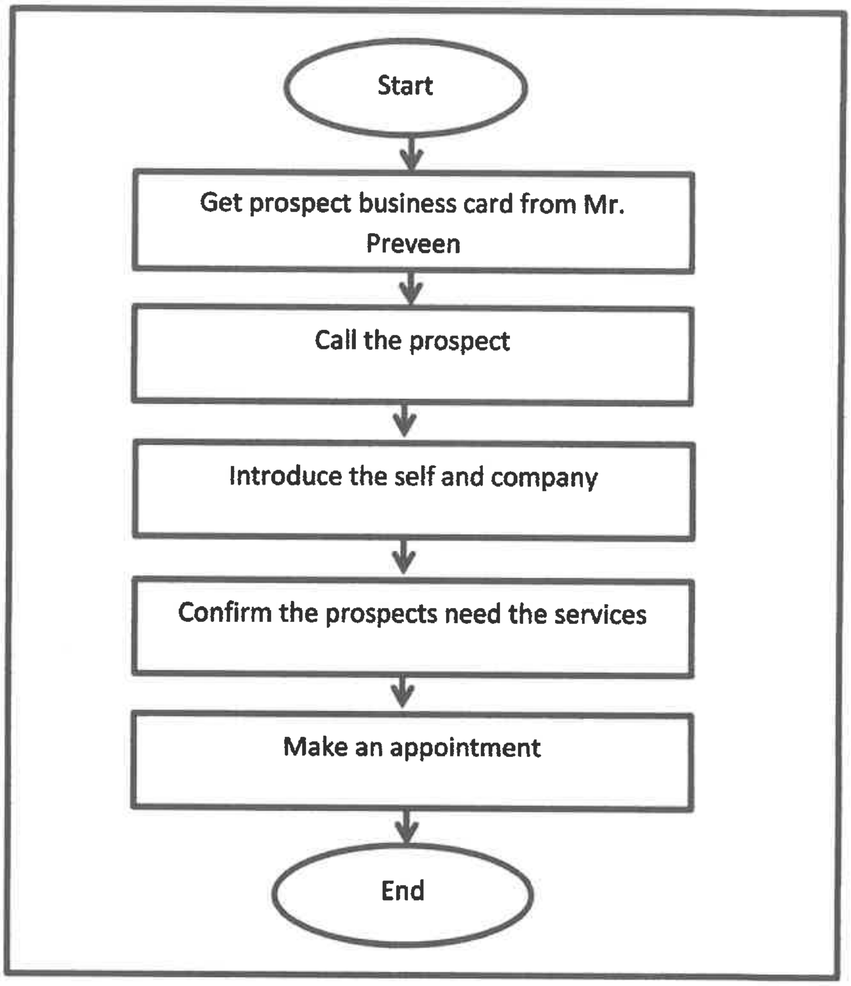


Figure 26: Workflow of customer searching.

3.1.13 Tender Documentation

Tender is the process of sealed bid or offer document submitted in response to a request for tenders and containing detailed information on requirements and terms associated with a potential contract. The tender that Prism Integrated tries to bids is from Kumpulan Wang Persaraan (KWAP). Table 13 shows the task profile of tender documentation.

Table 13: Task profile of tender documentation

Task Profile	
Task	Tender documentation
Scope	Project Management
Duration	$9^{th,}$ 10^{th} & 14^{th} February 2017
Co. Supervisor	Mr. Preveen
Hardware / Device	Computer
Software	Electronic Data Capture (EDC) system

For the tender documentation, the first thing that the trainee needs to do was review the KWAP's tender form and fill up the Section B, Appendix 2 that is the vendor's declaration form, Appendix 3 that is non-disclosure agreement and Appendix 4 that is about vendor's questionnaire form. In addition, the trainee also needs to join the meeting with Sales & Marketing teams. In this meeting, they were discussing about the budgeting and the documentation. Furthermore, at the last day, the trainee needs to join the meeting to make the final preparation before the document submit to Kumpulan Wang Persaraan (KWAP). The trainee needs to print out the documents that was complete, prepare the envelope and went to bind the document. Figure 27 show the workflow of tender documentation.

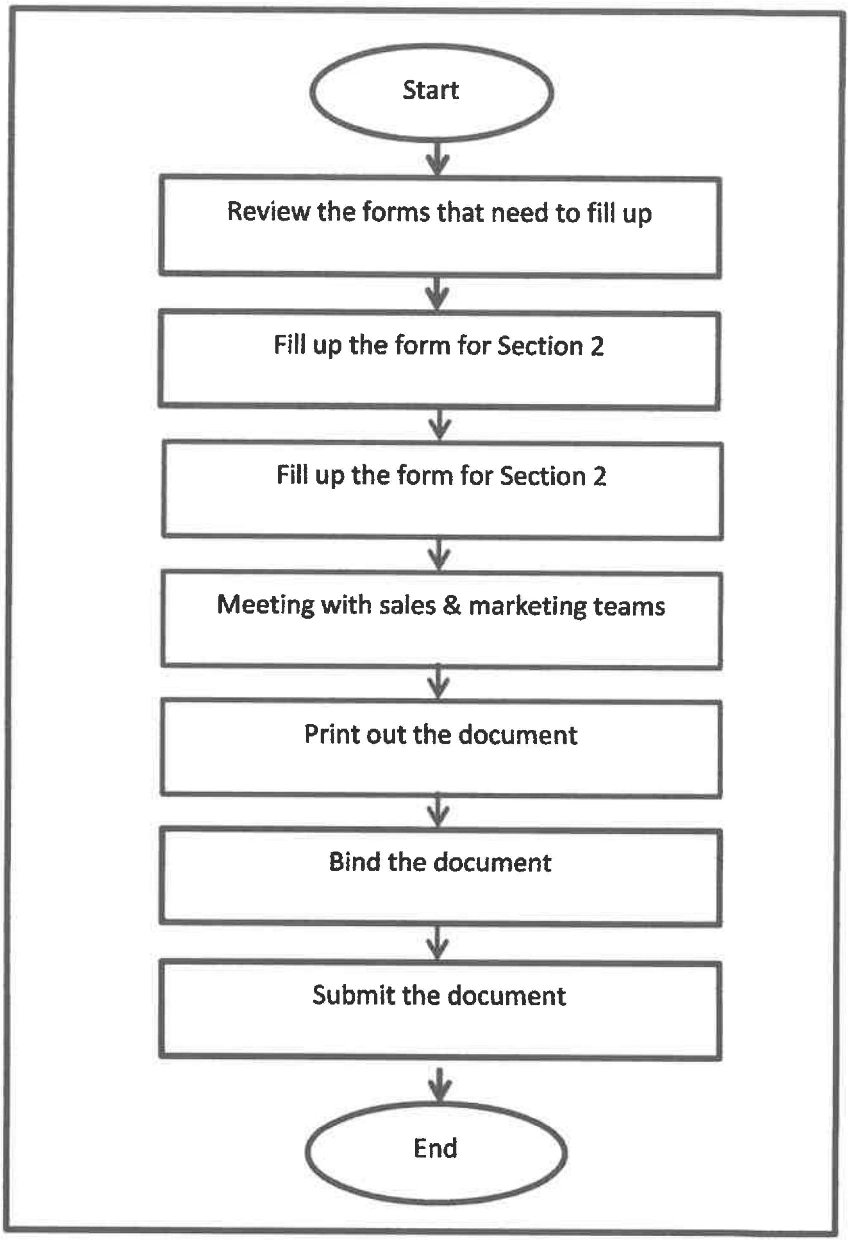


Figure 27: Workflow of tender documentation

3.1.14 Data Entry

Data entry will be done when the client requested. When the files enter the Operation Department, the files need to be identified and recorded accordingly. The system Prism used for data entry is Electronic Data Capture (EDC) system. Table 14 shows the task profile of data entry process.

Table 14 Task profile of data entry

Task Profile	
Task	Data Entry
Scope	Records management
Duration	27th, March 2017, 26th & 27th April 2017, 2nd & 3rd May 2017,
Co. Supervisor	Miss Maisarah
Hardware / Device	Computer
Software	Electronic Data Capture (EDC) system

The process need to done by trainee are first entering data needed into the system. The data that usually insert in the system are the box number, file number, name and the identification number of the person at the file. Secondly, the trainee must fill the Daily Working Sheet for Typist and Checkers form and select Data Entry. Lastly, the trainee must sticking green sticker to the boxes to mark the boxes has been done for data entry. Figure 28 shows the workflow of data entry process.

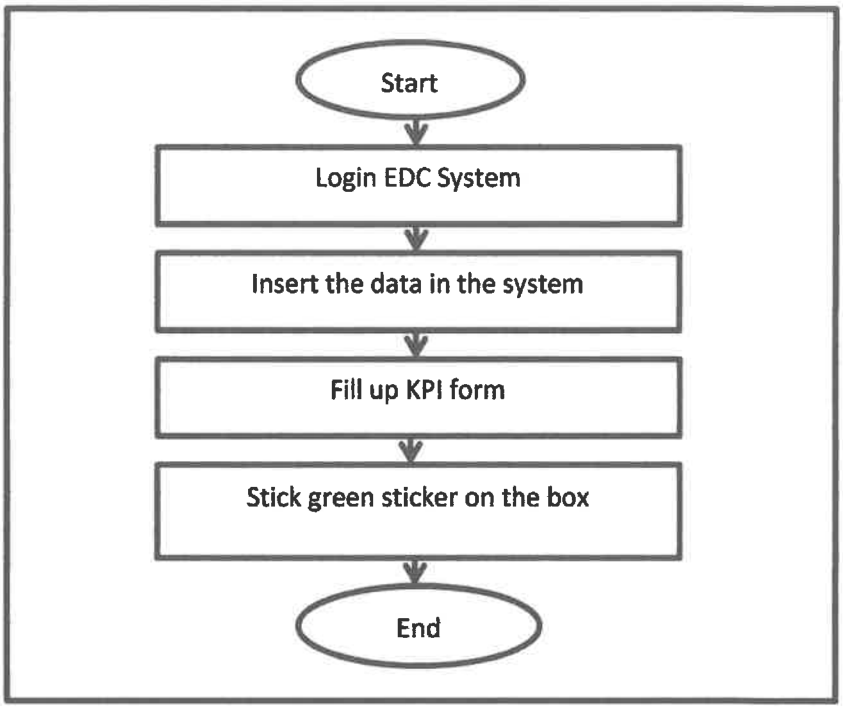


Figure 28: Workflow of data entry process

3.1.15 Data Checking

Data checking is the process after data entry process. Data checking process is to ensure or to double check the data that had been insert during the data entry process. If there are any mistakes or there are data that incomplete, the trainee can correct and add it during the checking process. Table 15 shows the task profile of data checking process.

Table 15: Task profile of data checking process

Task Profile	
Task	Data Checking
Scope	Records management
Duration	27^{th} March 2017,4^{th} & 5^{th} May 2017,1^{st} June 2017
Co. Supervisor	Miss Maisarah
Hardware / Device	Computer
Software	Volen System

The first step is trainee must login into the Volen System and insert the project name and the files number. After the data of the file was came out, the trainee need to check all the information inside the system whether have error, typo or information not complete and change and add it accordingly. Furthermore, after the checking was done the trainee needs to fill the same form as Data Entry but now select Checking. Lastly, the trainee must sticking white sticker to the boxes to mark the boxes has been done for checking. Figure 29 shows the workflow of data checking process.

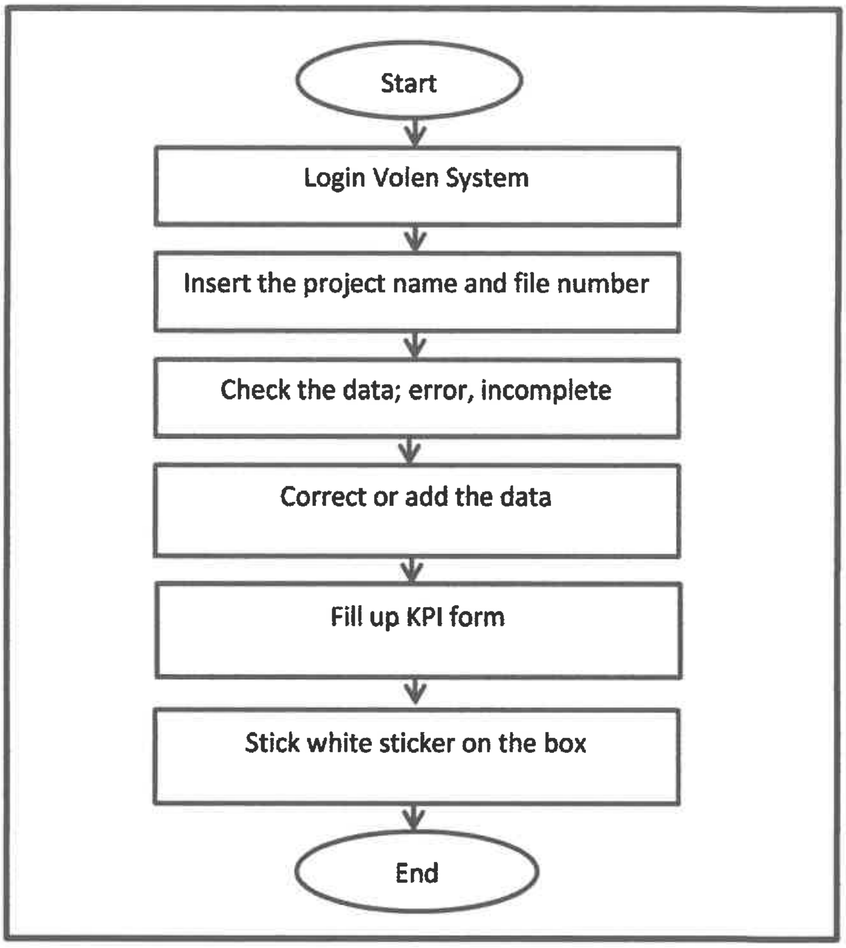


Figure 29: Workflow of checking process

3.1.16 Document Preparation (Doc-Prep)

After the clients send their files or documents at Prism for scanning process, the trainee must do Doc Prep. The primary goal of the Doc-Prep phase is to maintain the integrity of documents based on predetermined standards. These standards specify the requirements and procedures for preparing and organizing all documents in order to increase scan quality and productivity.

Doc Prep process consists of sorting of document, disassembling attached or stapled document groups, fixing torn documents, make copies to increase quality or to resize documents. By disassembling attached means is removing all the staple, paperclip, take out all the sticky-notes if they are covering any text on the page, repair any rips, tears, jagged edges on the paper, and making sure they are straightened out so that the scanning process could be done smoothly. There have a tool which is stapler remover to help the process of removing staples faster and easy. Table 16 shows the task profile of Document Preparation (DocPrep) process while figure 30 shows the picture of stapler remover.

Table 16: Task profile of document preparation (Doc-Prep) process

Task Profile	
Task	Document Preparation (Doc-Prep)
Scope	Records management
Duration	18^{th} , 19^{th} , 20^{th} & 21^{th} April 2017
Co. Supervisor	Miss Maisarah
Hardware / Device	Stapler remover, photocopy machine,
Software	None

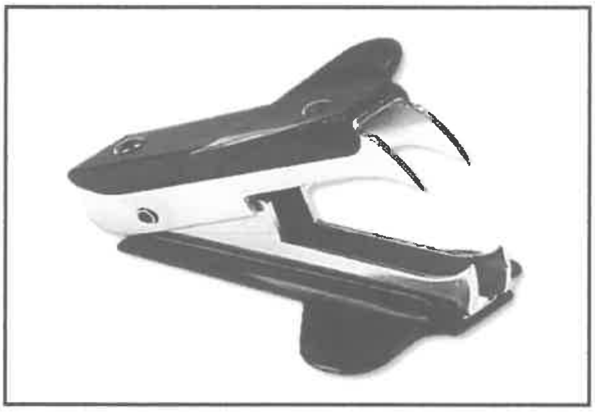


Figure 30: Stapler remover

Below is the method that the trainee needs to be done to reduce the risk of damage to the record which is:

1. Turn the paper over to the side of the paper (usually the back) over which the staple's prongs have been folded.

2. Use each opposed pair of tines to clip one of the prongs, re-straightening them and 1 in the process raising them from the paper.

3. Turn the paper back over to the front side against which the main body of the staple has been pressed.

4. Gently slide the tines on one side of the remover under the main body of the staple and press the remover's halves together until you have a firm hold on the staple.

5. Continuing to maintain a firm holds on the staple, pull the entire staple gingerly out of the paper.

After Doc-Prep done, the trainee must stick the boxes with the white sticker to identify that the boxes have been finish Doc-Prep. The trainee also need to record in the work form for each document that has been Doc-Prep. Figure 31 below shows the workflow of document preparation (Doc-Prep).

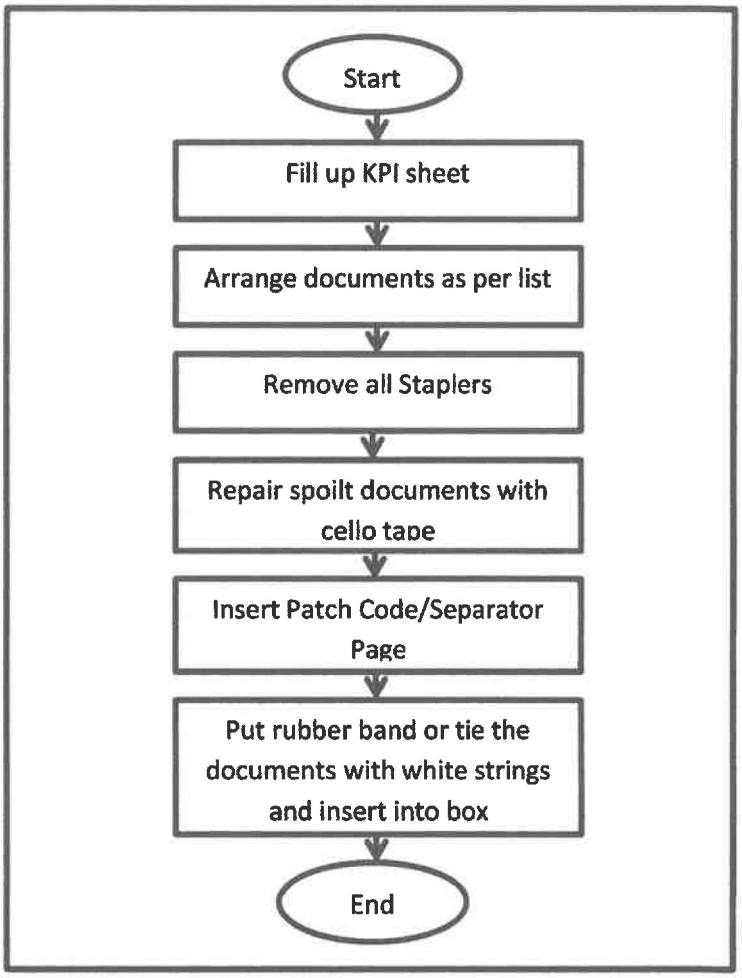


Figure 31: Workflow of Doc-Prep

3.1.17 Re-preparation Document (Re-Prep)

Re-prep involve the process of re-attached the documents. The trainee need to attached the documents exactly like as before the process of Doc-Prep being done. The trainee will use the stapler, comb binding or any types of tools to combine the documents and the arrangement will be follow as the original as before. The Re-Prep process needs to be done carefully so that the documents would not mix with another page which is not their original pages. Table 17 shows the task profile of re-preparation (re-prep) document process while the figure 32 shows the workflow of re-preparation (re-prep) document process.

Table 17: Task profile of re-preparation (Re-Prep) document process

Task Profile	
Task	Re-preparation Document (Re-Prep)
Scope	Records management
Duration	9th May 2017 & 7th June 2017
Co. Supervisor	Miss Maisarah
Hardware / Device	Stapler, photocopy machine, masking tape, comb binding, paper clips
Software	None

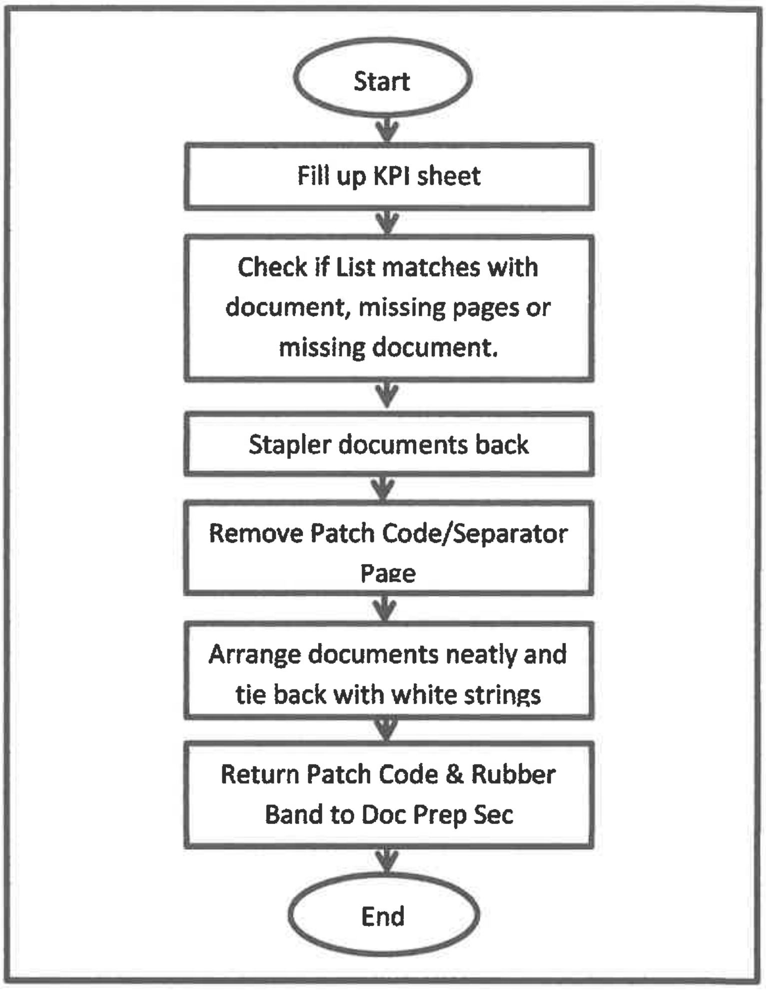


Figure 32: Workflow of Re-prep

3.1.18 JPA Open Shelf Project

JPA Open Shelf Project task is to transfer the JPA boxes that stored in Information Center to the Open Shelf. This project was start on early of February and the expectation the end of this project is on the October. The open shelf were placed at first, second and third floor. JPA is the one of the customers that have the large amounts of files that keeps in Prism. There are about 40,000 boxes. The purposes of this project are to minimize the use of space in the Information Center and to easy the staffs to retrieve the fails. The process the trainee needs to follow from the start to the end of process:

i. **Move out boxes**

The trainee need to take out the boxes from the location given in Information Center and put them to the trolley and move to Operation Area. Usually the amount of move out boxes is hundred (100) boxes per day. The trainee later need scan those boxes as transfer. The scan process needs to be done because to know the boxes exact located. So that, when the trainee need to do the picking or retrieving, the system will ease the process by told the exact location. The table 18 shows the task profile of move out the boxes from Information Center while figure 33 shows the workflow of move out the boxes.

Table 18: Task profile of move out the boxes

Task Profile	
Task	Move out boxes
Scope	Records management
Duration	For whole 3 ½ month
Co. Supervisor	Miss Maisarah
Hardware / Device	Forklift, trolley, scanner
Software	None

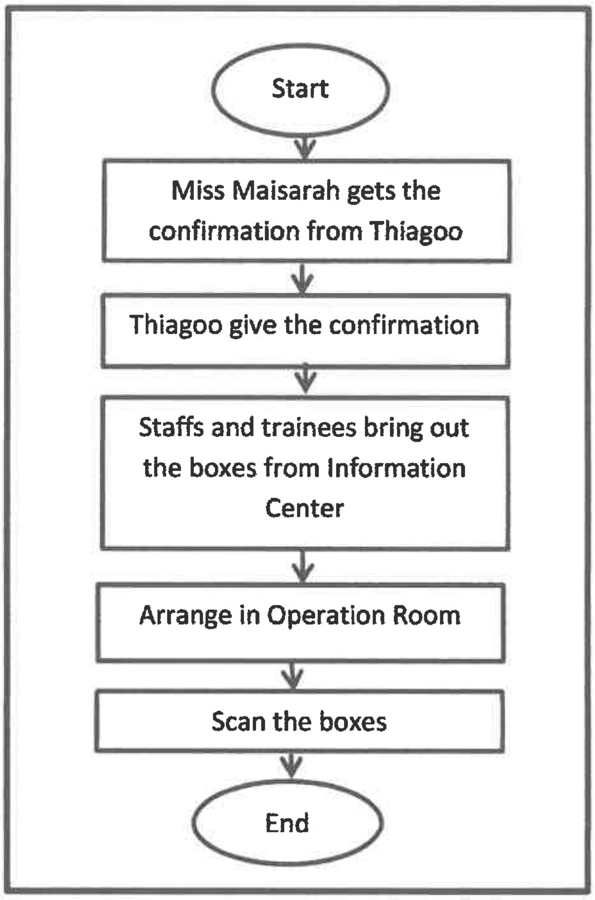


Figure 33: Workflow of move out the boxes

ii. Attach new barcode

In this process, the trainee must list down the barcode number attached at the boxes and give them to the operation office staff. Those numbers will be put into the system and the new barcode that contain information of the files inside those boxes will be printed. After the new barcode had been printed, the trainee needs to put the exact new barcode number to the exact boxes. After that, the process of sticking a new barcode to the files inside those boxes will be done. The trainee must attach the new barcode at the old barcode to cover them or the place that do not have information. Those files must be put again in their boxes after finish attached. Table 19 shows the task profile of attach new barcode while figure 34 shows the workflow of attach new barcode process.

Table 19: Task profile of attach new barcode

Task Profile	
Task	Attach new barcode
Scope	Records management
Duration	For whole 3 ½ month
Co. Supervisor	Miss Maisarah
Hardware / Device	Barcode sticker machine
Software	None

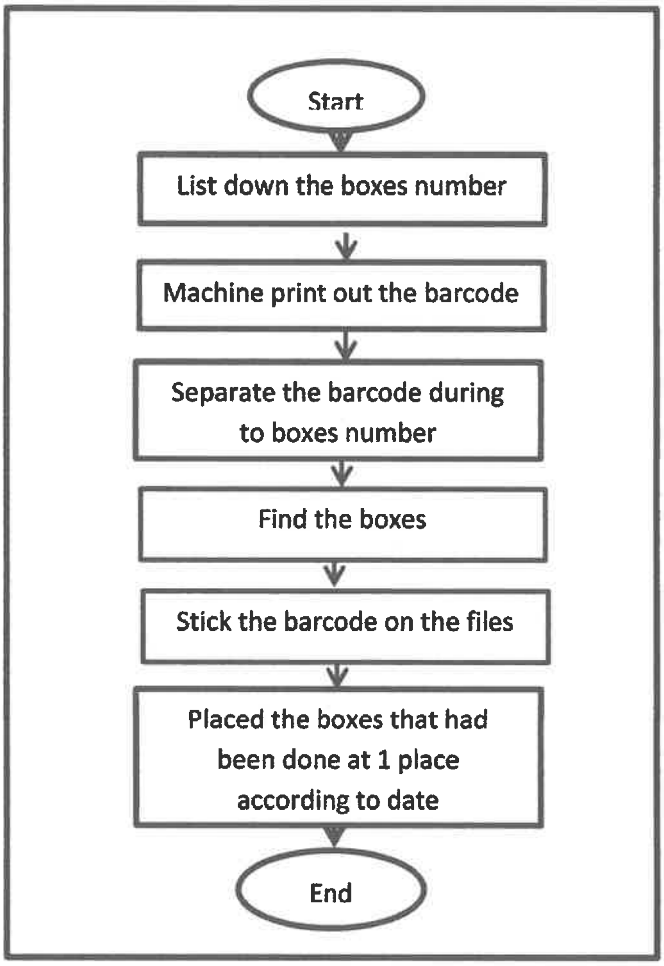


Figure 34: Workflow of attach new barcode

iii. Transfer boxes

The last process of JPA Open Shelf Project is to transfer all those boxes that the files inside them have been attached new barcode to the Open Shelf. There are 3 (three) location of Open Shelf which are at Level 1, 2 and 3. Table 20 shows the task profile of transfer boxes.

Table 20: Task profile of transfer boxes

Task Profile	
Task	Transfer boxes
Scope	Records management
Duration	For whole 3 ½ month
Co. Supervisor	Miss Maisarah
Hardware / Device	Barcode sticker machine, trolley, scanner,
Software	None

At first location, those boxes need to be transfer at Level 2. After the boxes being transfer to a Level 2, the files inside them will be take out to be scan and to be put at the shelf. Before the files been transfer into the shelf, the shelf must be put the barcode. The barcode is representing as location of the files. After the barcode location been attached then the trainee need scan the barcode attached at shelf. Its act as open location and then the trainee need to take out the files from the boxes and scan them (the new barcode that been attached before) accordingly as many as can (usually 30 to 40 files) and then put them into the shelf. After the shelf is full, the trainee needs to scan again the attached barcode at the shelf to close the location. Those scan process is to record where the files located, so it will ease the process of the picking or retrieving later. The last process of transfer boxes is to unfold the empty boxes and tied them using rope. When the Level 2 complete, the trainee need to repeat all those process again for the 1st Level. Figure 35 shows the workflow of transfer boxes process, while figure 36 and 37 shows the trainees run the JPA Open Shelf Project.

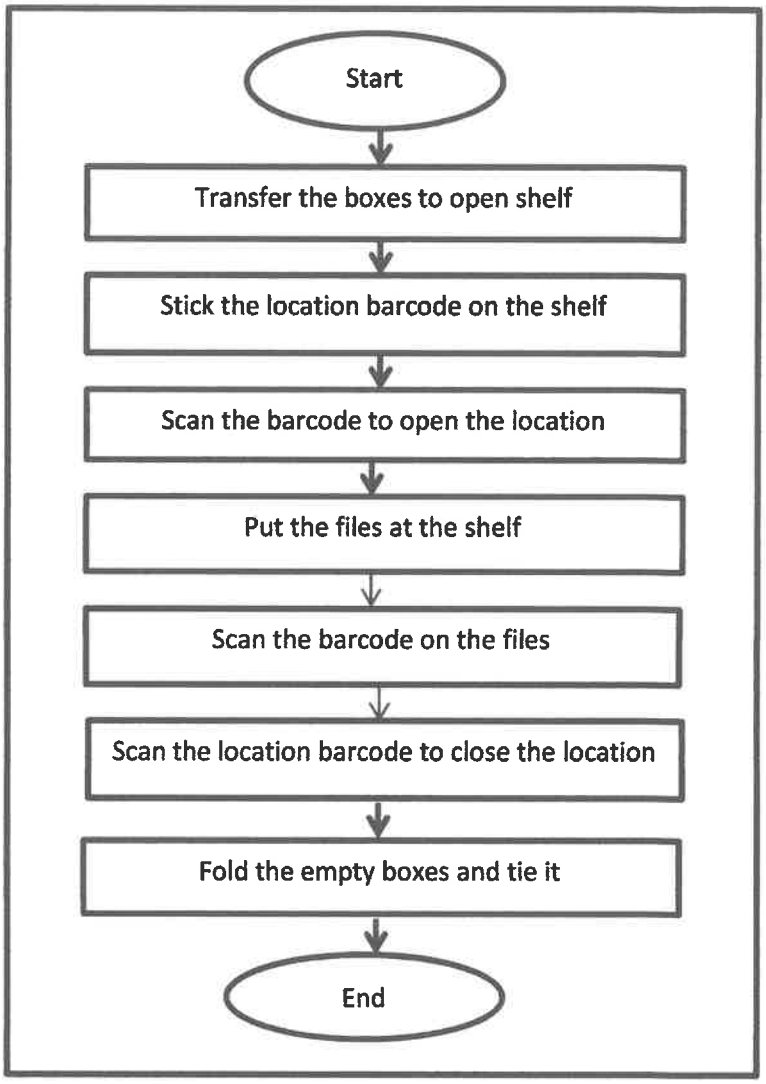


Figure 35: Workflow of transfer boxes process

Figure 36: Trainee attach barcode

Figure 37: Trainee transfer boxes

3.1.19 Records Packing

For the packing task, the trainee need to packing documents and files into the boxes at the client place. For this task, the trainee had done packing for two (2) places which are at PTPTN site and Liew, Julia Tun and Hari Firm. For this process, there have two (2) steps. Firstly, the trainee needs to fold the boxes first. The second which is the last process have to ways, first is to record how many files or document bundle can be put inside the boxes by jot down the quantity at the form and attached the barcode given by Prism at two (2) places, at boxes and at the form. Second ways is by search the barcode number or also called PTPTN number in the database. After that the document that had been search will be place in the particular boxes while the barcode that had been labelled on the boxes will be scan so that the location of the document can be recorded. The trainee needs to be sure the weight of those boxes is not exceeding 16 kg. When finish, the boxes will be pickup later by lorry or van. Table 21 shows the task profile of records packing process while figure 38 shows the workflow of records packing process.

Table 21: Task profile of records packing process

Task Profile	
Task	Records Packing
Scope	Records management
Duration	7^{th} April 2017 & 29^{th}
Co. Supervisor	Miss Maisarah
Hardware / Device	Scanner
Software	None

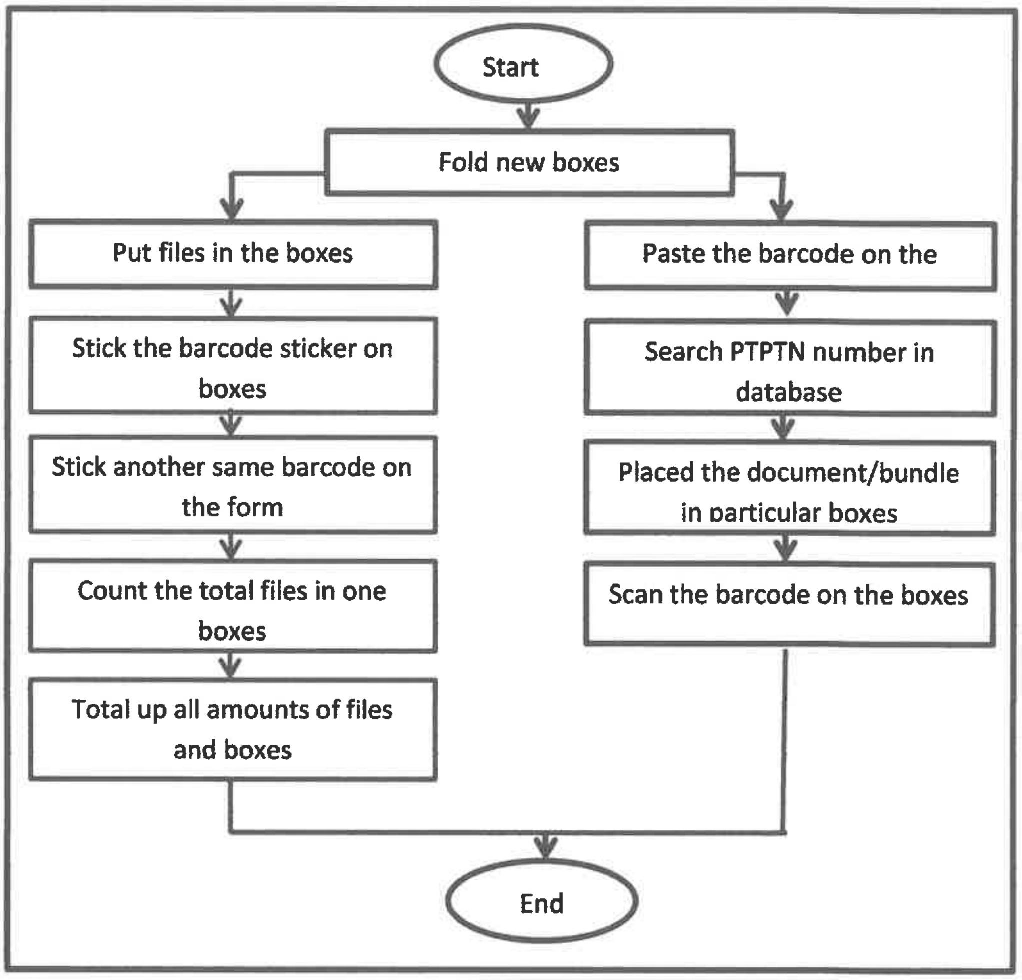


Figure 38: Workflow of records packing process

3.2 Special Project

3.2.1 Prism Integrated E-Book

Electronic Book or E-Book is the book that contain images and graphs and also the text that had been converted into softcopy and save digitally. According to History Cooperative (2016), the first person that invented the E-Book is a woman that named Angela Ruiz Robles that had been had her innovative idea in Spain in 1949. She was the first person that designs the book with the smaller amount of text but her book is not electronic. When the internet was created, it was the huge steps to transfer the book into electronic format. This prove that the electronic book (E-Book) is has long existed.

According to Michele Bartram (2014), he stated that in 1971, Michael S. Hart launched the project that called Project Gutenberg and he also was digitizing the Declaration of Independent of U.S. it was become the first E-Book in the world.

According to Sara Rosso (2009), Electronic Book also known as E-Book is a book that was converted to the digital format for display on a computer screen or handheld device. Nowadays, the E-book becomes trend along with the technology circulation. In this E-Book, the trainee was inserting about the company such the history, the company product and services, the team members, the delivery services and about the warehouse.

According to Turgay Birand (2016), he said that many of the business still not creating the E-Book because they do not see the importance of the E-Book for their company. He also said, over a few years the smartphone sales have soared, so this will make the E-Book easier than ever to consume. From this statement, the company should have the E-Book to attract the prospect and also can gain the profit. Table 22 shows the tasks profile of special project that is Prism Integrated E-Book.

Table 22: Task profile of PRiSM INTEGRATED E-BOOK

Task Profile	
Task	PRiSM INTEGRATED E-BOOK
Scope	Records management
Duration	1st March 2017 – 30th June 2017
Co. Supervisor	Miss Maisarah
Hardware / Device	Computer
Software	Miscosoft Word

3.2.2 The Purpose of E-Book

The trainee designs this E-Book by using Microsoft Word and converts it into the PDF format. The content that the trainee insert into the E-Book was get from the Prism website, the staff and also the information were get during the trainee do the industrial training.

According to Turgay Birand (2016), each company needs to produce the E-Book as the part of strategy marketing. Usually, the person under Sales & Marketing department when they meet with the prospect or new clients, they will bring the hardcopy of company background, with this E-Book, they don't need to print out the document but they can just bring the smartphone or laptop and show it to the prospect. It can save the company budget because the average of E-Book cost is 50%- 60% less than printed book. Also with this E-Book can attack the target clients. In E-Book the clients can know and understand what the company products and the services that were offer. Because the language that was use in the E-Book is easy to understand.

According to Thierry Karsenti (2017), there are many welfares that can get from do the E-Book such the accessibility. The E-Book is very easy to access. The customers can get the E-Book from the Prism website and they can access at any time and place. The customers do not have to print out the information, but can keep it in their smartphone or laptop.

There are many advantages of the E-Book. The first advantages is according to Michael Angier (2017), the E-Book are more easily updated and upgraded. The information are rapidly change today, it also same like at the company. Maybe the top management or there are the additional of the service in the future, they can easily and quickly change the information or in other word make the E-Book up to date. This is in order to ensure that the customer of the Prism get the new information.

According to Erik J. Martin (2014), he said that the ebook is an entree into other types of consulting, training, and experiential products and services. So, this E-Book is very suitable for the Prism Integrated Sdn Bhd, because this company was offer the services, products, training and consultation about the records management to the customers. According to Daryl Sessoms (2017), the benefit of the E-Book is environmentally friendly. That's means the content and the design can be access by everybody.

In conclusion, there are many advantages and importance of electronic book (E-Book) that can bring profit to the company. According to Ben Seldon (2016), he said that the clients can be the most loyal and lucrative partnerships in the business. To find the customers it was not easy without any superiority. So, the electronic book (E-Book) can be one of the superiority to the company that can attract customers and give the profit to the company and at the same time the company can save the budget also. Figure 40 shows the interface of electronic book (E-Book) of Prism Integrated Sdn Bhd.

Figure 39: PRiSM INTEGRATED E-BOOK

Chapter 4

Conclusion

4.1 Application of knowledge, skills and experience in undertaking the task (Knowledge Gained)

The trainee gains a lot of experience during five (5) month internship at Prism Integrated Sdn. Bhd. The company gives experiences by giving a direct involvement for trainee to do the tasks by himself. Those experiences are the real working environment that the trainee needs to overcome after graduation.

Moreover, attending the industrial training had exposed the trainee to the real working experiences. By undergone the training, the trainee also can apply all the learning process in the university to be practice at working places. Table 4.1 shows the application of knowledge, skills and experience.

Table 23: Application of Knowledge, Skills and Experience

No.	Tasks	Knowledge	Skills	Experience	Related course
1	JPA Open Shelf Project	Learn the function of barcode and the purpose to transfer the records management from box to files.	Teamwork Able to learn	The trainee had to manage the records from the stick the barcode on the file, transfer the boxes to open shelf and arrange the files on the shelf.	IMR504 Classification and Filing System IMR454 Management of Records Repository
2	Re-preparation Document (Re-Prep) Document Preparation (Doc-Prep)	Learn how to manage the records with care before and after do the scanning.	Willing to learn Patience Able work under pressure	The trainee needs to remove and put back all bullet stapler, paper clips, plastic cover, binding and notes of Water Consortium document.	IMR454 Management of Records Repository
3	Checking	Use the Volen system Learn to identify the error that had been key-in and how to add the data in the system.	Computer skill (Volen system) Time management	The trainee needs to check the data that had been key-in during the data entry process and correct the error or add the data.	IMR454 Management of Records Repository

4	Tender Documentation	Learn how to management tender documentation and do the preparation.	Communication skills Cooperative skills Time management Teamwork skill	The trainee needs to fill up the document for the Kumpulan Wang Persaraan (KWAP), enter the meeting to discuss about budgeting, print and bind the document.	IMS654 Information Systems Project Management ENT300 Entrepreneurship
5	Find Prospect	Learn to approach the prospect about the service and product.	Communication skills Deal making	The trainee needs to calls the prospects and try to approach them with the company services and products.	ENT300 Entrepreneurship
6	Update employee details	Learn to use One-HR system and update the data in system.	Willing to learn	The trainee needs to update the personal details, emergency contact and miscellaneous of the employee in system.	IMR451 Management of Records in Organization

7	Meet the vendor	Learn how to negotiated with the vendor	Deal making Negotiation	The trainee needs to call the vendor to make the appointment and meet the vendor with Mrs. Shahnum.	ENT300 Entrepreneurship
8	Fire Alarm Maintenance	Learn how to handle the contractor when they do the maintenance.	Communication skills Supervising	The trainee needs to escort the contractor and ensure they make the maintenance at the right place.	IMS455 Support Service and Maintenance for Information System
9	Clocking	Learn how to import the data from the clocking device to Guard Tour System	Computer skill Willing to learn Deals with difficult people Punctuality	The trainee needs to get the clocking device and log book then transfer the data into the Guard Tour System and compare the data in the system and log book.	IMR451 Management of Records in Organization

10.	Records packing	Learn how to insert the data in the system, how to fold the boxes and the function of the barcode PTPTN and barcode Prism.	Computer skill Management skill Willing to learn	The trainee went to PTPTN site to do the records packing and the trainee was finished about 3 batches of documents.	IMR454 Management of Records Repository IMR451 Management of Records in Organization
11.	Data entry	Learn how to use the Electronic Document Capture (EDC) system and identify the important data that need to insert in the system.	Computer skill Willing to learn new thing Able to work under pressure	The trainee needs to do the data entry for the Amanah Raya Berhad (ARB) and also for the JPA documents.	IMR454 Management of Records Repository
12.	Customer searching Client agreement renewal management	The trainee was gain the knowledge on how to approach the prospect in order to attract then know more about the company.	Communication skills	The trainee needs to call the prospect and try to approach them with the service that prism offer	None

13	Biometric Access reporting	Learn about the importance of safety and security in the company to ensure the clients' documents are secure from the external access.	None	The trainee needs to register in the system the data about the new staff to make their thumb print access.	None
14	Update employee information details	The trainee was gain the knowledge about the system of One-HR System and the important of the details for the future.	Computer skills	The trainee needs to insert the information about the new staff such their personal details, miscellaneous and the emergency contact in the system	None

4.2 Personal thoughts and opinion

After undergone training for five (5) month at Prism Integrated Sdn. Bhd., the trainee will recommend this company as a place for industrial training for others students because its expose the real working situation. This is the best place to apply all the theories that the students gain in the class.

Another thoughts the trainee felt is he been welcomed at this company because all the worker that work here are so kind hearted to share their knowledge and experiences. The workers are not tire or make a face to teach the trainee over again when he do not understand or cannot do the task well. Besides that, there's a lot of knowledge will be gain here such as how to attract people to store their documents and files at Prism and how to maintain relationship with client, packing, scanning and others.

Furthermore, one of the services that Prism offers to the clients that is the service of scanning and digitization is the best way to preserve the records. Also, with this method the records can easily retrieve and it can also be the evidence and backup for the future. Other than that, during lesson and learnt session in the university, the lecturer only teach how to handle the records but during the industrial training, all of the knowledge needs to practice are not all that had been learn in the classroom same with the practically. It was very challenging to practice the knowledge in the real job.

The working environment also safe and healthy, thanks to the FSSHEQ Department for opportunities. This department will make sure all the facilities, securities are in the good shape and safe for the people working inside and outside of the building. The workers are not worries of their will be harm by people or working environment. This department also makes a lot of training for the staff that working at Prism such as ZeroHarm, Fire Fighter Training and others.

4.3 Lesson Learnt

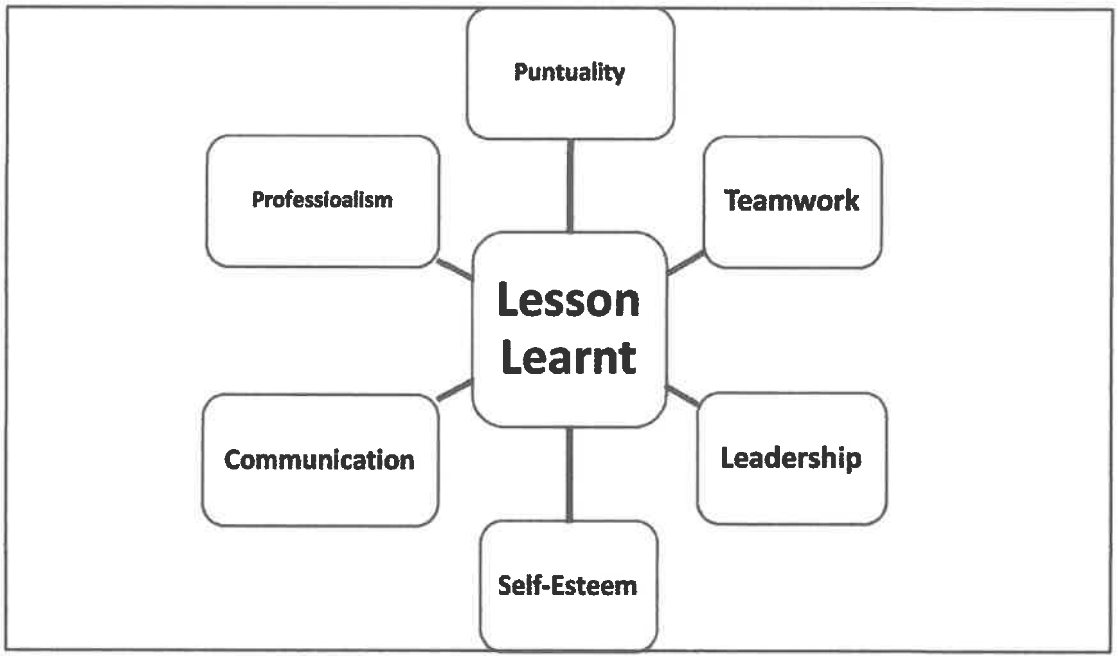


Figure 40: Lesson learnt

The industrial program at Prism Integrated Sdn. Bhd. have given trainee a lot of knowledge, skill and experience in handling real work environment. It is good for the trainee to being exposed to the nature of work. There has varieties of lesson learnt by the trainee during industrial training

During five (5) month training at this company, trainee has to be more punctual. This is because, trainee felt more responsible to come on time rather being late. The trainee felt he cannot bring the old behavior of arriving late at class to the working place and the trainee also felt he bring the image and name of the university and family, thus he must not destroy it. Even though Prism has a lot of break time, the trainee must not take advantage on that by delay to work on time. Sometime, we as human cannot run from getting late come to work, when it happen, the trainee felt he must to tell the person in charge what time he can come and the reason as well.

Another lesson that trainee gains are teamwork. There a lot of project that Prism has need to people work together. For example, JPA Open Shelf Project. The trainee need to work with other to move out boxes form Information Center to Operation Area and by do it alone is impossible. It's maybe possible, but it will take time to finish. The trainee felt, when people work together as a team, the jobs not only will be finish on time but also the quality of the jobs will be increased.

The trainee also gains leadership skill during training. For instance, to many project need to handle in one time, the trainee felt by dictate the teammate to do the job faster is not the best way to get the jobs done, but by involving to get the jobs done, it not only will reduces the stress but also it will ease the jobs and make it faster to be done. Another skill that the trainees gain is self-esteem. When the supervisor given a task to the trainee, it's mean the supervisor giving a trust to the trainee to do the jobs on time and well. In other word, to gain trust from people is hard nowadays, they sometime break it purposely and act like nothing happen.

Furthermore, the other things that the trainee gains during the industrial training are the communication skills. In industrial training, the trainee needs to deals with many people. Especially in the department of Sales and Marketing, the trainee need to call the clients, approach the customers and learnt how to answer the call from the customers. In this department the trainee can improve their communication skills because the trainee needs to talk with the formal and soft language. Also the trainee learns to explain about the services that the company offer with the attractive ways. This is to attract the new customers or the prospect to know more about the services.

The last but not least is professionalism. The trainee gains the skill especially when the tasks need to be done by teamwork but one of them is not giving all his/her effort to do the task. The trainees are not attacking by mad at them but talk to them slowly and ask what their exact problem. Sometime they cannot do the task because he/she doesn't know how to do it, not because they are lazy. To overcome the problem, the trainee ask them to do another jobs that they can do or by teaching them how to do it the task.

4.4 Limitation and Recommendations

Even though Prism has known by their efficiency and effectively in handling records, but during five (5) month of trainee observation, this company still has limitations and need some improvement. Below are some limitations that trainee faces and the recommendations that the Prism can do to improve the quality and services:

i. Digitization process

The limitation is even though Prism has digitization services but they are using outsource company to do the scanning process because they don't have the scanner that can scan all the type size of paper. It's not only will reduce the speed of work but also the quality of scanning are sometime not equal with the amount they paid and it will bring to the client satisfactions.

As a recommendation, Prism need to buy one (1) or two (2) scanner that can scan all the type size of paper. Its maybe will slow to make a profit but the process scanning can be monitored and the quality of the scanned can be preserved. Another benefits are the process of digitization can be done fast, so that another project can enter and can be doing without pending.

ii. Hardware and software

The limitation is the hardware and software is obsolete. Sometime it will take time to open the software interface, to load data scan into scanner and sometime the data that have been store in the computer missing when the computer facing the problem or when the network is not working properly and etcetera. That's not only will it will affect the daily operation but also will affect the quality of the jobs. As for the recommendation, Prism needs to replace the old hardware and update all the software that they being use regularly. By doing that, the system will run smoothly without any problem. That's not only the benefits Prism will gain, but they also can maintain their efficiency and effectiveness of services.

iii. Multitask

The staff in Human Resources, Administration and Purchasing, Sale and Marketing also FSSHEQ Department must do multitask because they are the only one of person in charge for each of their department. That's not only they will get tire easily, but also sometime they cannot complete their task in time and even though they can do it, they are not getting any rest between them. By that, it will effects the quality of their work and also could effects their health because they working under pressure and stress. As for the recommendation, Prism needs to hire at least one more staff for each of every department. They not only will assist the job task but also they can take cover during the person in charge not available.

iv. Manpower

The limitation that the trainee identifies during industrial training is the lack of manpower. They need to do many work at one time such during the process of scanning the files at the open shelf area, they also need to go to do the packing or delivery. Other than that, when the process to transfer the boxes from the operation room to the open shelf at first and second floor, they will take a long time to settle it. So it can delay the time to finish the project. For the recommendation, the company needs to make a lift or a bay like the escalator to easy the staff bring the boxes to the open shelf that located at first, second and third floor and also it can save the time and the staff can do another work. This also can make the staff work effectively and efficiently.

v. **Unsuitable storage condition**

Another limitation that the trainee can see are the condition of the storage especially in the open shelf area, it was not suitable to keep the documents. This is because the temperature and the humidity in the open shelf area are not controlled. Furthermore, in the open shelf areas there are no conditional air or fan to avoid the room from the heat and dust. The lamp that they used also not suitable to practice in the document storage area. For the recommendation, the Prism need to install the air conditioner and change the type of lamp.

Conclusion

In a conclusion, industrial training is essential for fresh graduate to gain practical knowledge and applied knowledge, content, skill gained at the faculty. The time frame of five (5) month from 1st February 2017 to 30th June 2017 is appropriate for trainee to gain skills and adapt to working environment. There are various knowledge has been applied during industrial training. The trainee has also applied most of knowledge gained during diploma and degree that been taught by the lovely lecturer. Nevertheless, training activities and special project conducted by the trainee has given valuable lessons such as punctuality, teamwork, leadership, self-esteem and professionalism.

These five (5) lessons have given added value to the trainee to compete for get job in future. Other than that, industrial training has given the ideas to the trainee about real working environment and also in trainee opinion, this industrial training has meet its objectives.

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Appendixes

INDUSTRIAL TRAINING STUDENT'S CHECKLIST

Student's Name : NOR FAIZZAHTON BT SHAHIDAN

Student's Id : 2013599935

Unit / Department : OPERATION , HR , ADMIN , PURCHASING , SALES AN MARKETING DEPARTMENT

Organization : PRISM INTEGRATED SDN BHD

Semester : **Mac - July 2017**

NO.	DESCRIPTION	APPENDICES IN REPORT	TICK (√)	DATE
1.	Receive, read and understand the documents; 1. Industrial Training Handbook		✓	**28/12/16**
	2. IMC690 Assessment		✓	**10-14/7/2017**
	3. Definition of Special Project (IM225/245 Only)		✓	
	4. Insurance Letter (UiTM)		✓	—
	5. Industrial Training Report Overall Contents		✓	
	6. Cover & Title Page Guideline		✓	
	7. Declaration Guideline		✓	
	8. Abstract Guideline		✓	
2.	Receive, read and understand the rubrics; 1. Rubric – Industrial Evaluation		✓	
	2. Rubric - Individual Presentation		✓	
	3. Rubric - Industrial Training Report (Overall)		✓	
	4. Rubric - Industrial Training Report (Reflection Assessment)		✓	
3.	Receive, read and understand all the forms		✓	
4.	Report duty to organization and submit report duty form to the Industrial Training Coordinator ('Borang Report Duty') within the first week of internship Email : nurul1217@kelantan.uitm.edu.my **OR** Fax : 09-9762156 – HEA (please put a note : "U.P : Puan Nurulannisa Binti Abdullah")		✓	**1–10/2/2017**
5.	Understand that students are **NOT ALLOWED** to take any leave during internship, unless for emergency leave / MC / special case (not more than 6 days in 5 months); or else the internship status is automatically **FAIL**. Get the permission from Organizational Supervisor before taking any leave. **Any extra leave provided by organization is not counted under this clause. Organization may provide extra leave / benefits to students, if necessary**	**YES (MC / Letter)**	✓	
6.	Understand that **NO** semester break during internship.		✓	

7.	Understand that public holidays/special leaves/weekend are different between states; follow current state during internship / organization's policy. (put remark in the logbook)		✓	
8.	Record every attendance in the form ('Borang Kedatangan Latihan Industri') or use any method provided by organization (thumbprint or punch card).	**YES (Copy of attendance)**	✓	
9.	Record every task given in the logbook every day. Ask the Organizational Supervisor to sign/verify on daily **OR** weekly **OR** monthly basis.	**YES (Copy of logbook entries)**	✓	
10.	Fill up Organizational Supervisor's details ('Template Maklumat Penyelia') and submit to the Industrial Training Coordinator once the supervisor has been assigned. (**You may include the topic for Special Project, if you already have it**) Email : nurul1217@kelantan.uitm.edu.my		✓	**28/2/2017**
11.	Discuss with Organizational Supervisor regarding Special Project (must be ISM **OR** IM related tasks).		✓	
12.	Plan and strategize all the tasks given during internship (discuss with the Organizational Supervisor regarding duration for the tasks, especially Special Project). You may use the planner ('Jadual Perancangan Latihan Industri') **OR** make your own custom planner using MS Office / MS Project **OR** use the planner provided by the organization (if any).	**YES**	✓	
13.	Consult with your Faculty Supervisor regarding the tasks (especially Special Project) at least **3 TIMES**, via face-to-face **OR** email **OR** phone calls **OR** any types of communication medium, which necessary.		✓	
14.	Hand over the industrial evaluation form (Rubric – Industrial Evaluation) to the Organizational Supervisor (softcopy or hardcopy, any way preferable by the supervisor). The Organizational Supervisor will make an evaluation on the student's performance.		✓	
15.	**PAY** your fees (semester Mac – July 2017) Refer Academic Calendar for the date.		✓	**BEFORE 26/3/2017**
16.	**REGISTER** for IMC690 (Industrial Training) course– Refer Academic Calendar for the date.		✓	**27/2– 12/3/2017**
17.	**VALIDATE** for IMC690 (Industrial Training) course.– Refer Academic Calendar for the date.		✓	**13–26/3/2017 GUGUR TARAF 30/3/ 2017**
18.	Update your MUET status to the HEA (to those who not yet submitted the result/status).		✓	
19.	Have a visit from the Visiting Supervisor (from nearest campus / faculty) during internship. Prepare the evaluation form ('Borang Penilaian		–	

	Visiting Supervisor'). Students may discuss or seek for opinions from the Visiting Supervisor. But approval for the tasks (especially Special Project) may only be done by the Organizational Supervisor & Faculty Supervisor.		-	
20.	Submit the evaluation form (Rubric – Industrial Evaluation) to Industrial Training Coordinator **OR** Faculty Supervisor within the last week of internship		✓	**BEFORE / ON 30/6/2017**
21.	Attend the presentation (viva) at the faculty *subject to change. Bring along the evaluation form ('Borang Penilaian Pelajar') during the presentation.		✓	**10-14/7/2017**
22.	Submit the Industrial Training Report (hard cover bind, dark blue)		✓	**10-14/7/2017**
23.	Provide a softcopy of Industrial Training Report in a CD, sealed in an envelope nicely, and attached at the back of the report.	**YES**	✓	
24.	Attach this checklist in **Appendices** section.	**YES**	✓	
25.	Attach any other necessary documents which related to your tasks in Appendices section (i.e. : user manual, photos of activities, forms, sketches of storyboard, sample of interface, etc.).	**YES**	✓	

NOTES :

1. Organizational Supervisor – supervisor assigned by the industry / organization.
2. Faculty Supervisor – supervisor (lecturer) assigned by the faculty / campus, of which students come from. (i.e.: A faculty supervisor from Kelantan campus will be assigned for students from Kelantan campus).
3. Visiting Supervisor – supervisor (lecturer / staff) assigned by the faculty / campus, from the nearest campus/state to the organization. (i.e.: A visiting supervisor from Shah Alam will be assigned for students who undergo the internship in Selangor / Kuala Lumpur).

(Half day)

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LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	NOR FAIZZAHTON BT SHAHIDAN
Department	SALES & MARKETING
Date Joined	1 FEB 2017

I would like to apply leave for 1 day(s) from 13/3/2017 to ________:

~~Annual Leave /~~ Emergency Leave	✓
Medical Clinic / Hospitalization	
Compassionate Leave	
Marriage / Maternity / Paternity Leave	
Examination / Unrecorded Leave	
Unpaid Leave	

FOR HR/ADMIN USE

(a) Leave/MC Entitlement Yr 2016 --	
(b) Leave/MC B/F Previous Year --	
(c) Total Annual Leave/MC (a)&(b) --	
(d) Leave/MC Taken Todate --	
(e) Leave/MC Apply --	
(f) Leave/MC Balance (c) - (d) - (e) --	

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

Applicant's Signature: ________ Date: 13/3/2017

Recommended / Not Recommended (Supervisor / Team Leader)	Approved / Not Approved (Head of Department / Division / Operations Director, Executive Director, Managing Director)
Signature: ________	Signature: ________
Date: 13/3	Date: ________
Comments (if any)	Comments (if any)

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(half day).

PRISM
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LEAVE APPLICATION FORM

(Please submit the Leave Application Form to your Supervisor or Team Leader/ Head of Department/ Division/ Operations Director/ Executive Director/ Managing Director at least seven working days prior to the date of the planned leave)

Name	NOR FAIZZAHTON BT SHAHIDAN
Department	OPERATION
Date Joined	1/2 /2017

I would like to apply leave for 1 day(s) from 31/3/2017 to -

Annual Leave / Emergency Leave	✓
Medical Clinic / Hospitalization	
Compassionate Leave	
Marriage / Maternity / Paternity Leave	
Examination / Unrecorded Leave	
Unpaid Leave	

FOR HR/ADMIN USE

(a) Leave/MC Entitlement Yr 2015 --	
(b) Leave/MC B/F Previous Year --	
(c) Total Annual Leave/MC (a)&(b) --	
(d) Leave/MC Taken Todate --	
(e) Leave/MC Apply --	
(f) Leave/MC Balance (c) - (d) - (e) --	

***Please provide supporting documents if you are applying for Examination/ Marriage/ Maternity/ Paternity Leave. Please submit Reason Using Emergency Leave Form if you are applying for Emergency Leave.

Date: 3/4/2017

Recommended / Not Recommended
(Supervisor / Team Leader)

Date: 11/4/2017

Comments (if any)

Approved / Not Approved
(Head of Department / Division / Operations Director, Executive Director, Managing Director)

Signature:

Date: 11/4/2017

Comments (if any)

ss/lai/updated02072015

Date:

To:

HR / Administration Department
PRISM INTEGRATED SDN BHD

Dear Sir,

REASONS OF "EMERGENCY LEAVE"

I, NOR FAIZLAHTON BT SHAHIDAN took emergency leave on 31/3/2017

because fever and family matter

Signature: ______________________